



San Ramon Police Department 2010 Annual Report



Responsiveness

Professionalism

Integrity

Service

Safety

OUR FOCUS
OUR FOCUS



Mission Statement

The San Ramon Police Department is committed to providing the highest quality police service to those who live and work in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community.

Vision Statement

The San Ramon Police Department will be on the forefront of the law enforcement profession by employing the most effective methods in providing quality police services. Members of the Police Department will be leaders in initiating and maintaining positive relationships with neighborhoods, schools, businesses, and other members of our community. These community bonds will form a medium where public safety concerns can be anticipated and addressed.

Core Values

Service

We provide quality, professional service to every citizen we contact.

Responsiveness

We are here to respond to the needs of our community. In doing so, we will assure that we are responsive to all requests for our service.

Integrity

The integrity of the San Ramon Police Department is reflective of each member of our organization. We must be mindful of this responsibility at all times.

Safety

Our goal is to ensure that the community is safe for all those who live and work in the City of San Ramon.

Professionalism

We will provide quality, professional Service while being Responsive to the needs of our community. We will do this with Integrity and assure that all citizens have a sense of Safety. In doing so we will be recognized as the Professional organization we strive to be.





Annual Report 2010

Scott Holder
Chief of Police

City Government

San Ramon City Council

H. Abram Wilson, Mayor

Dave Hudson, Mayor Pro Tempore

Jim Livingstone, Councilmember

Scott Perkins, Councilmember

Carol Rowley, Councilmember

San Ramon City Manager

Herb Moniz

Captain Joe Gorton
Assistant Chief

Lieutenant Liz Gresham
Administration Bureau Commander

Lieutenant Dan Pratt
Operations Bureau Commander

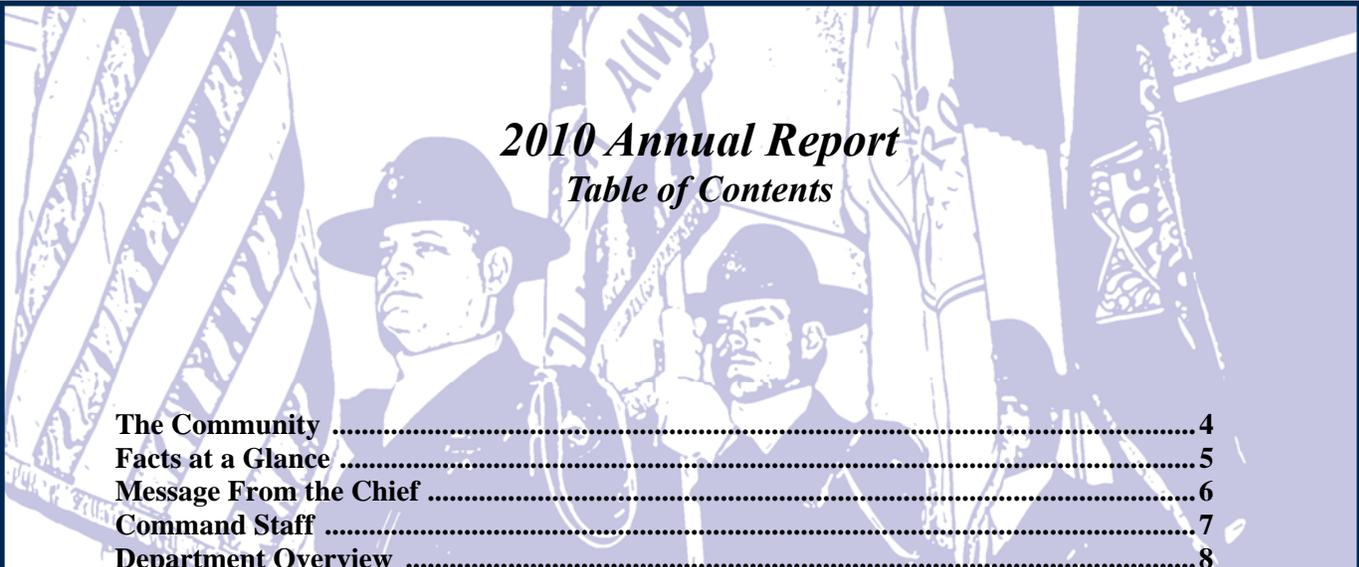
Law Enforcement Code of Ethics

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty. I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions, with no compromise for crime and with relentless prosecution of criminals.

I will enforce the law courteously and appropriately without fear of favor, malice or violence and never accepting gratuities. I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession..... law enforcement.



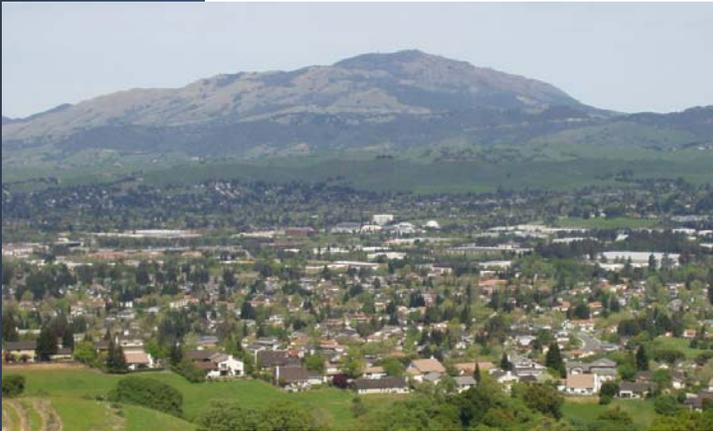


2010 Annual Report

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The Community



The City of San Ramon is considered to be one of the most desirable living areas in the Bay Area. San Ramon has 32 developed parks; 18 school parks; 16 schools; a community college; two public swimming pools; two libraries; three community centers; a community theater; a performing arts center that showcases professional concerts, musicals, and talent; and a hospital which offers a complete range of health care programs and services. Located in Contra Costa

County, the City of San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area.

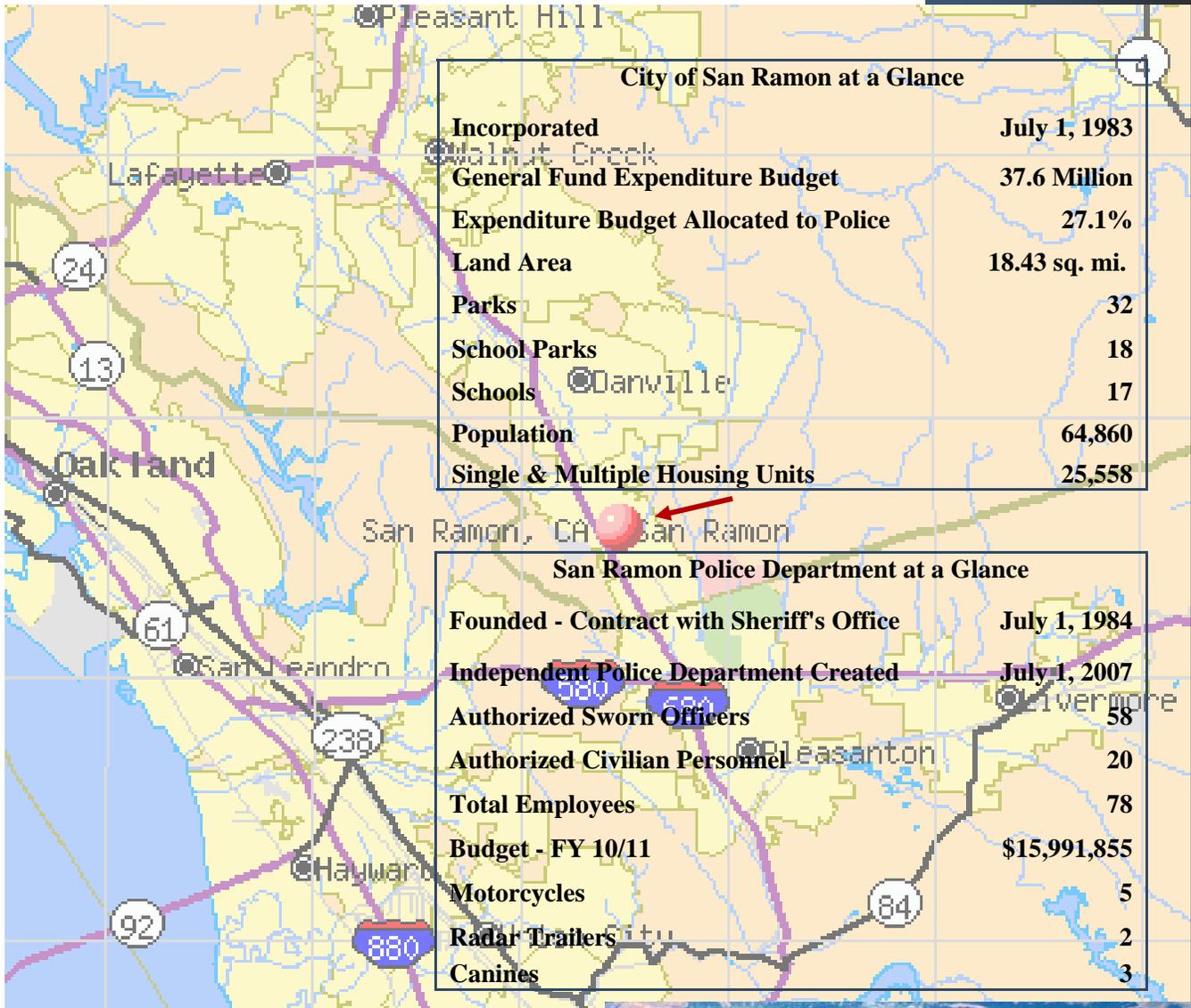
The City of San Ramon is committed to ensuring that the quality of life in the community remains high. San Ramon is a multifaceted city, dedicated to improving itself while maintaining the quality of life its homeowners have come to enjoy and expect. This dedication, the area's scenic beauty and good climate and San Ramon's high quality of life is what makes this beautiful community one of Contra Costa County's most exciting cities to live in and work. The City of San Ramon works hard to provide outstanding business opportunities, superior public services, and a safe, friendly community.

In an effort to provide the highest quality of services to our community, the Police Department facilitates the following community based programs:

- **Character Counts** is a program for school students that imparts the importance of good character and good ethics in the community of San Ramon.
- **The Citizens Police Academy** is a 13 week program focused on educating citizens on issues and training facing modern police officers. The public benefits by better understanding legal issues, personnel issues, and departmental procedures.
- **The Youth Academy** is designed to provide youth with the opportunity to obtain an inside look at local law enforcement. The program brings about a better understanding of what society requires in order for the youth to grow into responsible, productive citizens.
- **The Neighborhood Watch Program** facilitates communication between neighbors and develops a partnership with police and citizens for the safety and security of area neighborhoods.
- **National Night Out** is an extension of Neighborhood Watch and encourages neighbors to gather together and get to know each other on a more personal level, and meet with community leaders, police and fire department personnel.
- **Crime Free Multi-Housing Program** is a widely successful program designed to help tenants, owners, and managers of rental property keep drugs and other illegal activity off their property.
- **Crime Free Business Program** is designed to provide training and education to business operators in the city to arm them with the knowledge to prevent crime in and around their business.



Facts At A Glance



Calls for Service	57,258
Self-Initiated Activity	33,870
Service to Citizen	7,329
Arrests	574
Traffic Citations Issued	12,014
Accident Reports	453



Message From The Chief



Chief Scott Holder

It is my pleasure to present the 2010 Annual Report for the San Ramon Police Department. Contained in this report are details outlining the fine service the men and women of our department provide to our community.

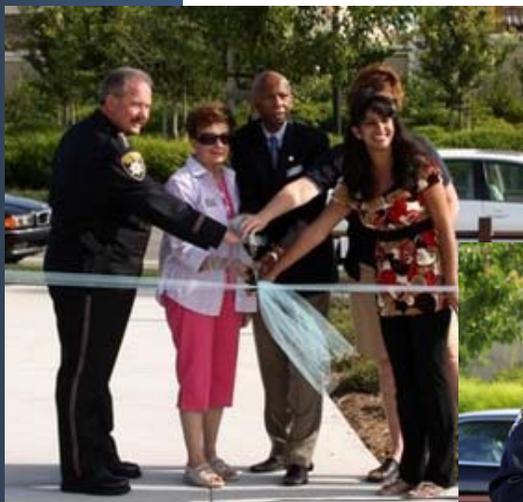
Despite fiscal challenges we face along with many other police departments we continue to provide what I feel to be the safest and finest community in the State. The efforts and dedication of our staff are indicative of their character and commitment to serving.

Once again, our crime rate was reduced from the previous year and I am proud to say this has been the case five of the past six years. We continue to maintain our presence in our schools and our youth programs continue to flourish.

The coming year will present new challenges and I am confident our staff will rise to the occasion and remain stellar. We are excited about the future as we will move into our new police headquarters in 2011 and we will complete a reorganization of the department.

We are here to serve and meet the needs of our community. I am proud of our department and the opportunity to work in the City of San Ramon.

A handwritten signature in black ink that reads "Scott Holder".



Grand Opening of Six Pillars Park



Command Staff

Assistant Chief

Captain Gorton is second in command of the police department. His duties include oversight of the department's daily operations, budget management and strategic planning. In the absence of the Chief of Police he serves as the Acting Chief.



*Captain
Joe Gorton*

Operations Bureau Commander

The Operations Bureau is commanded by Lieutenant Pratt who is in charge of the day to day operations. The major components that make up the Bureau are the uniformed Patrol Division and K-9 Units, the Traffic Unit, and the Investigations Division. Collectively, these three divisions make up the largest portion of the Department with a total of 53 sworn and civilian employees. Eight Sergeants are assigned to the Bureau as division and team supervisors.



*Lieutenant
Dan Pratt*

Administration Bureau Commander

The Administration Bureau is under the command of Lieutenant Gresham. The Bureau's mission is to provide essential administrative services to ensure the effective and efficient delivery of police services.

The Administration Bureau is comprised of four different functional areas: Finance, Executive Support, Records, and Professional Standards and Training. Youth Services, Character Counts, Crime Prevention, and Property/Evidence are additional areas of responsibility that complete the Professional Standards and Training Division.

Emergency Preparedness and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administration Bureau.



*Lieutenant
Liz Gresham*

Oath of Office



Promotion
Corporal Sharlene Dinkins

New Hire
Officer Rick Gonzalez

The San Ramon Police Department employs 58 sworn officers who serve a community of almost 65,000 residents and spans an area of over 18 square miles. In addition, the Department employs 20 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property & Evidence, Crime Prevention, Emergency Preparedness, and Fleet Services. Additionally, there are 55 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 40 V.I.P.S. (Volunteers in Police Service), 5 Police Chaplains, and 10 Explorers.

The Police Department is organized into two bureaus: the Operations Bureau consisting of Patrol, Investigations, and Traffic Divisions; and the Administrative Bureau consisting of Professional Standards & Training, Records, and Support Services Divisions.

Each function in each division of the two Bureaus is an important component in assuring that the San Ramon Police Department maintains a professional image that its citizens not only expect but can also be proud of.



New Hire
Officer Jim Mahoney

Operating independently since July 2007, the San Ramon Police Department is a team-oriented agency that prides itself on being a strong part of the community that we serve. We strongly believe that preventing crime is a total community effort and it is our role, as the Police Department, to provide the training and information necessary to help our citizens take an active part in crime fighting efforts.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website, www.sanramon.ca.gov/police, contains educational information about the department, crime prevention, statistical information, and online services.

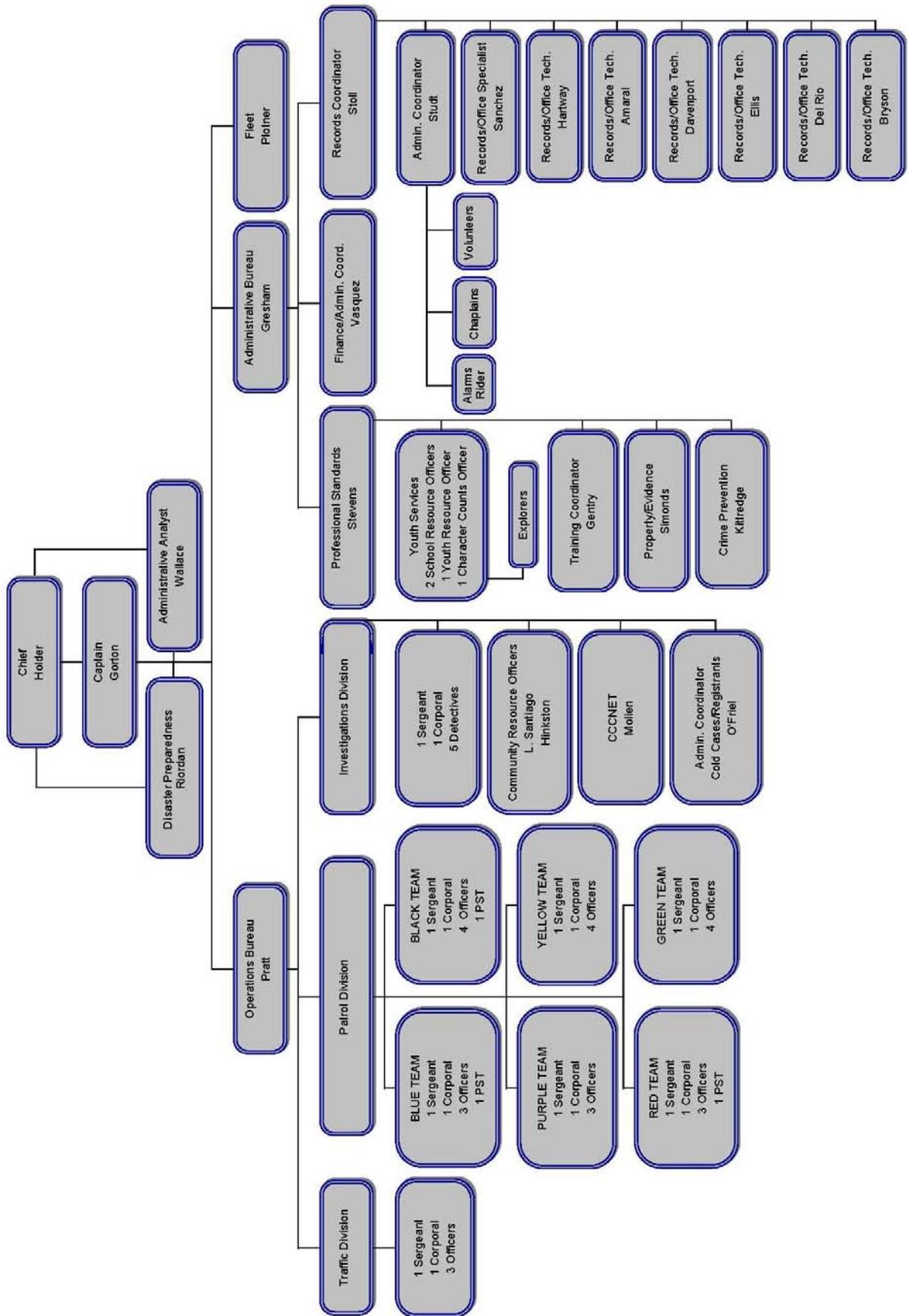
One of the online services is OffenderWatch® which is a database that the public can access for information on sex offenders residing in San Ramon. This particular program allows citizens to sign up and receive email notification when an offender moves within a one-mile radius of any address they choose to register that is within San Ramon. Additional online services offered through the website are Crime Mapping, Requests for Patrol, Vacation House Check, and Pay your Traffic Ticket.

Since our inception in 2007, the Department has continually grown stronger and more proficient. Every member of the San Ramon Police Department is committed to promoting the Department's standards and goals, which are best expressed through our Mission and Core Value statements.



Retirement
Gayle Studt
Office Coordinator

City of San Ramon Police Services Fiscal Year 2010-2011



Personnel Actions

New Hires

- Rick Gonzalez
Police Officer
- Jim Mahoney
Police Officer

Promotions

- Sharlene Dinkins
Corporal

Retirement

- Gayle Studt
Admin. Coord.

Overview

Sworn Personnel

Chief of Police	1
Captain	1
Lieutenants	2
Sergeants	9
Corporals	10
Detectives	5
Police Officers	30
Total Sworn	58

Civilian Staff

Admin. Analyst	1
Admin. Coordinator	4
Crime Prev. Spec.	1
Emerg. Prep. Mgr.	1
Fleet Coord.	1
Police Services Tech.	4
Records/Office Spec.	1
Records Coord.	1
Records/Office Tech.	6
Total Civilian	20

Volunteers

Chaplains	5
Civilian Volunteers	40
Explorers	10
Total Volunteers	55

Total Personnel 133

Department Staffing

Office of the Chief

Chief Scott Holder

Assistant to Police Chief	Captain Joe Gorton	1
Emergency Prep. Mgr-Civilian		1
Administrative Analyst-Civilian		1
Fleet Coordinator-Civilian		1

Operations Bureau

Lt. Dan Pratt

Patrol Division

Sergeants	6
Corporals	6
Patrol Officers	23
K-9 Officers	2
Police Services Technician-Civilian	4

Traffic Division

Sergeant	1
Corporal	1
Motor Officers	3

Investigations Division

Sergeant	1
Corporal	2
Detectives	5
Administrative Coordinator-Civilian	1

Administrative Bureau

Lt. Liz Gresham

Professional Standards & Training

Sergeant	1
Administrative Coordinator-Civilian	1
Youth Resource Officer (Corporal)	1
School Resource Officers	2
Character Counts Officer	1
Crime Prevention Specialist-Civilian	1
Property & Evidence Technician-Civilian	1

Fiscal Unit

Administrative Coordinator-Civilian	1
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Records Division

Records Coordinator-Civilian	1
Records Specialist-Civilian	1
Records/Office Technician-Civilian	6

Volunteers

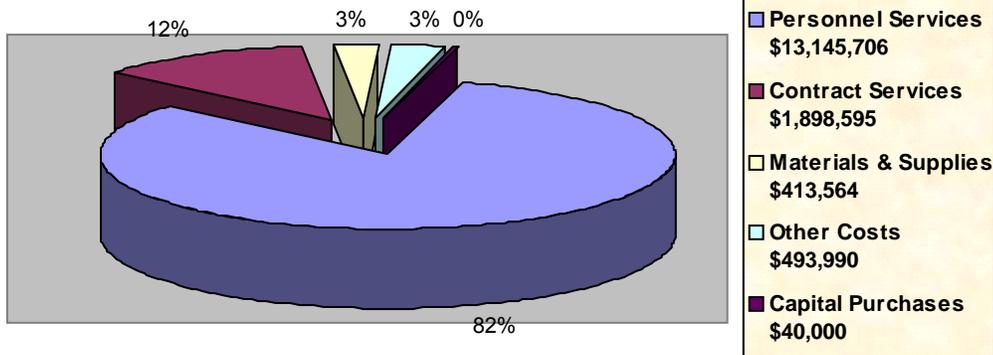
Chaplain Volunteers	5
Civilian Volunteers	40
Explorers	10



The Budget FY 10-11

Expenditure Summary by Category

	09/10 Final	10/11 Adopted
Personnel Services	\$12,212,278	\$13,145,706
Contract Services	2,072,843	1,898,595
Materials & Supplies	588,155	413,564
Other Costs	551,813	493,990
Capital Purchases	34,500	40,000
Total Expenditures	\$15,459,589	\$15,991,855



Program Summary

<u>Description</u>	<u>Program Expenditures</u>	<u>Program Revenue</u>	<u>Net Program Cost</u>
Administration	4,450,719	196,100	4,254,619
Animal Control	335,465		335,465
Character Counts	193,086	1,000	192,086
Crime Prevention	127,793		127,793
Crossing Guards	207,000		207,000
Emergency Preparedness	245,785		245,785
Investigation	1,380,061		1,380,061
Narcotics	204,641		204,641
Patrol	7,100,669	512,800	6,587,869
Traffic Safety	1,002,147		1,002,147
Volunteer Services	10,050		10,050
Youth Services	581,955	102,000	479,955
Fleet	152,484		152,484
Program Totals	15,991,855	811,900	15,179,955

2010-2011 BUDGET

The Police Department operates on 27.1% of the City's General Fund expenditure budget of \$37.6 million. As with all municipal budgets, the vast majority is spent on salaries and benefits to Department members. Operating expenses and professional services comprise the remainder of the budget.

Salaries and Benefits:

The Police Department will incur \$13,145,706 in employee salaries and benefits in FY 10/11. Salaries and benefits include the employees salaries and wages, overtime, holiday pay, Medicare, retirement, workers compensation, unemployment and uniform allowance.

Contract Services:

The majority of the \$1,898,595 is for the Police Department's contracts with County Animal Services, Sheriff's Dispatch and Lab Services, Narcotics Task Force, and jail booking fees.

Materials & Supplies:

Operating supply expenses total \$413,564. Operating supplies are the needed expenses to operate the department. Operating supplies include funds for vehicle repairs, fuel, safety equipment, communications and computer functions.

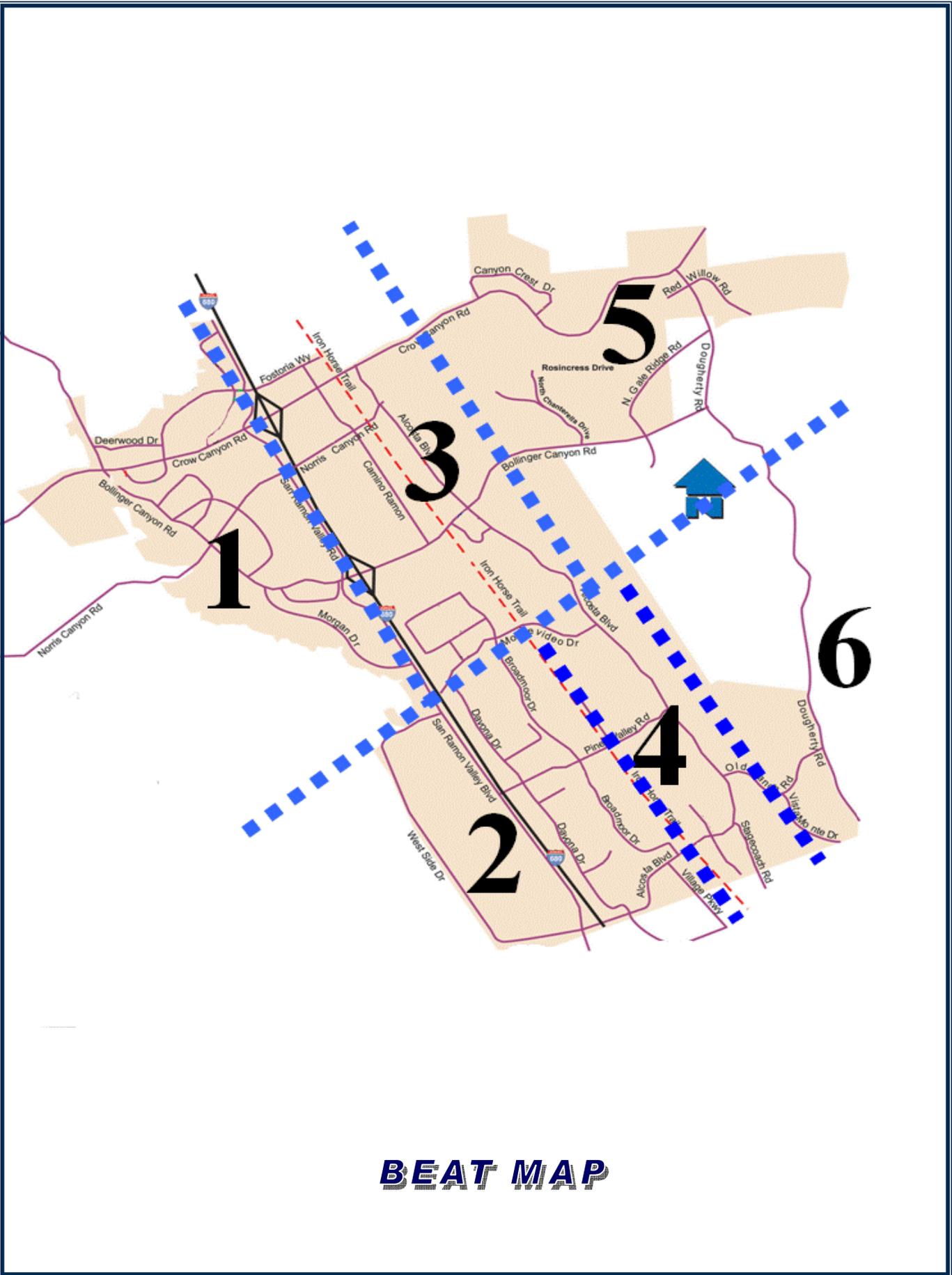
Other Costs:

The majority of the \$493,990 expense is for education & training and police officer legal assistance membership dues.

Capital Purchases:

Purchases include vehicles, office equipment, computer software, audio and video equipment for vehicles.





BEAT MAP

OPERATIONS BUREAU



Lt. Dan Pratt
Bureau Commander

The mission of the Operations Bureau is to ensure the safety and security of those who live, work, and visit the City of San Ramon. Our mission is accomplished by providing responsive and professional public safety services to the community utilizing a problem solving approach in partnership with the community through prevention, suppression, and apprehension strategies.

The Operations Bureau is comprised of divisions which include:

- ◇ Patrol Division
- ◇ Investigations Division
- ◇ Traffic Division

Specialized Units include:

- ◇ K-9 Unit
- ◇ SWAT
- ◇ Bicycle Unit
- ◇ Honor Guard
- ◇ Community Resource Team
- ◇ CCNET Drug Task Force

Collectively, these three divisions make up the largest portion of the Department with a total of 55 sworn and non-sworn employees. Eight Sergeants are assigned to the Bureau as division and team supervisors.

In the following pages you will see more detailed information about each of the Divisions and Specialized Units which comprise the Operations Bureau.



Operations Bureau / Patrol Division

The primary function of the Patrol Division is to provide core police services to the community. The core services are those most visible on a daily basis and include uniformed police patrol, the traffic unit, and the K-9 unit. Other components of the Patrol Division include the Honor Guard and the Police Service Technicians.



The Patrol Division contains the largest allocation of manpower and the Division is unlike any other division within the police department because of its visibility and the amount of contact with the citizens of San Ramon.

The Patrol Division is responsible for 24 hours a day, 7 days a week response to citizen-initiated calls for service, in addition to officer-initiated activity. Some of the functions performed by members of the Patrol Division include preventive patrol, preliminary criminal investigations, traffic enforcement, response to all emergency situations, accident investigations, calls for service, and ensuring the safety and security in and around all school zones. The Patrol Division works closely in partnership with other SRPD units, governmental agencies, and community organizations to solve crime problems at the neighborhood level.



Twenty-three officers and six corporals provide the first response to calls for police assistance. Six sergeants, also known as Field Supervisors, provide leadership and training for all patrol officers. The duties of Patrol sergeants are varied. The Sergeants supervise department employees in prevention and investigation of crimes; resolution of individual, neighborhood or community problems; protection of life and property; enforcement of laws and ordinances; response to hazardous material incidents; and command critical incidents. Additionally, Sergeants are responsible for the day to day operations of the Department and for resolving shift staffing issues and schedules, briefing of patrol staff, and review and approval of all completed police reports. Patrol Division corporals assume the role of Field Supervisor in the absence of a sergeant and provide expertise in patrol operations.



Officer involved shooting photos courtesy of San Ramon Patch

The Patrol Division consists of six teams, with 3 to 4 officers, one corporal and one sergeant on each watch, who rotate shifts to provide 24-hour coverage, 7 days per week. The City is divided into five areas known as "beats", and police officers are assigned to a beat every workday. By maintaining area assignments (beats) patrol reduces overall response time and provides comprehensive coverage to the City of San Ramon. We anticipate adding a 6th beat in the near future. Additionally, to augment specific patrol duties, the Patrol Division utilizes three police service dogs and their handlers.



Operations Bureau / Patrol Division

In 2010, the Patrol Division was responsible for handling 57,258 calls for police service. The patrol officers are the first line of defense against those who represent a threat to public safety. They are highly trained professionals, who at times must unselfishly place themselves at risk in order to protect the community. Whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute, these officers are required to bring about a successful resolution to situations, which at times, seem impossible. They must accomplish these critical and challenging tasks in strict adherence to the rule of law and within the high standards of conduct set forth in the Police Officers Code of Ethics.

The officers assigned to the Patrol Division are courteous, compassionate, dedicated, and responsive to the needs of the City of San Ramon. Quality personnel enables us to provide competent, effective and caring service to the community.

Calls for Service

The Patrol Division is unlike any other division within the police department because of its visibility and amount of contact with the citizens of San Ramon. The law enforcement process is most likely to start with a patrol officer responding to a call for service or having a self-initiated call, such as a car stop or pedestrian check.

The key to successful crime prevention and control is proactive policing. What is Proactive Policing? It is a police initiated response. In other words, no one called in a request for police assistance. Instead, our officers identified a problem, initiated the response, and resolved a solution. In 2010, we did this 33,870 times. The total calls for service we responded to in 2010 were 57,258.

PATROL EVENTS			
	<u>2008</u>	<u>2009</u>	<u>2010</u>
Calls for Service	62,194	53,622	57,258
Officer Initiated	37,612	29,178	33,870
Arrests	661	500	574
Reports Written	4,365	3,870	3,979
Alarm Responses	2,482	2,857	2,582



Operations Bureau / Patrol Division

Emergency Response



Officers only activate their emergency equipment (overhead lights and siren) during certain occasions. These are when the presence of an officer is required to prevent the further injury or death of any person, when their immediate presence is required to prevent a dangerous situation from escalating, and while attempting to apprehend a fleeing felon or serious law violator.

Our average overall response time for routine calls was a little over 10 minutes per call. When the San Ramon Police Department had to respond to a true emergency, with lights and sirens (Code 3), the median response time for a Priority 1 “in progress” call was approximately 3 1/2 minutes.



Response times and calls for service are not only a concern to the department, but to the community as well. The San Ramon Police Department understands the importance of response times and aggressively re-evaluates staffing, call types, and other factors that affect this. As the City’s population increases, roadways are completed, and residential properties increase in numbers, so does the department’s obligation to provide services. Staff is committed to stay in front of this issue and evaluate both internal and external factors that impact the ability of the department to effectively police its community.

False Alarms

The number of false alarms for 2010 decreased by approximately 140 calls over 2009. Of these calls, 926 were attributed to commercial businesses, schools, and public facilities; and 856 were residential false alarms. Of the total 1,782 false alarms, 755 were cancelled calls. These are subscribers that call to cancel the officer prior to his arriving on scene.

Special Olympics Torch Run and Tip A Cop



Operations Bureau / Patrol Division / PST Unit

Police Service Technicians (PST's) are an often overlooked, yet vital, part of the San Ramon Police Department. PST's are responsible for many of the day-to day calls for service. Those calls include, but are not limited to:

- Tagging and towing abandoned vehicles
- Lost and found property
- Parking complaints
- Violations of city ordinances
- Traffic accident reports and traffic control
- Traffic incidents
- Coordinating the radar trailer deployment
- "No suspect" criminal offenses
- Parking enforcement
- General assists to the public
- Assist with crowd and traffic control at special events and demonstrations

The PST unit currently consists of two civilian employees and is an essential component of the Department. Police Service Technicians provide a critical link in the delivery of service to the public by our agency. The PST's also participate in a variety of community-oriented policing functions, such as building rapport with citizens in neighborhoods and businesses, attending crime watch meetings, and contributing to the success of the Citizens Academy.

Police Service Technicians provide support to other units within the Department. Additionally, PST's are trained to collect and preserve evidence and perform basic criminal investigations. PST's are tasked with inspecting vehicles for citation corrections and write police reports dealing with non-emergency calls, such as burglaries, vandalism, stolen vehicles, and lost or found property. These cases involve circumstances where there is little or no suspect information or active leads to pursue.

The Police Service Technicians have received training as crime scene technicians. The PST's use their training daily, whether it be collecting latent fingerprints from an auto burglary or photographing a suspicious death, photograph and diagram fatal and major injury accidents. In addition to being instructors at the Citizen's Academy, they share their knowledge at line-up training, special events at local schools, and to speak to civic groups. The PST's patrol the city in distinctively marked police vehicles, observing and reporting criminal activity or suspicious conduct, and are available to assist the public.

PST's are valuable assets to the police department in that they are in the field and able to respond to calls for service that may not require the services of a sworn police officer. The sworn officers are afforded more time to direct their attention to proactive police activity and are free to respond to more urgent calls. By working hand-in-hand with the patrol officers, the PST's allow for the needs of the community to be serviced at the highest level.



Jennifer Montemayor



Troy Montemayor

Operations Bureau / Patrol Division / My Beat . . . My School



The return to school marks a time for renewed communication and service efforts between the San Ramon Police Department and students. The relationship between the Police Department and our schools has always been a point of focus in the City of San Ramon.

In an effort to enhance our relationship, the Police Department implemented the “My Beat — My School” program in 2007. Youth are our greatest resource and our goal is that the officers, students, faculty and parents will become better acquainted as this will assist us in enhancing our level of service.

To make this program work, we have assigned an officer to each of our elementary schools located in the area (Beat) of the City that the officer is assigned.



Operations Bureau / Patrol Division / My Beat . . . My School

The officer is expected to:

- Act as a liaison with the school
- Become acquainted with school staff and parents through faculty and PTA meetings
- Be on campus a minimum of one hour per week to develop a positive relationship with the students
- Be in the school area during mornings and afternoons to address any traffic and safety issues

Our officers are encouraged to attend school functions frequently, and make a presence on the campuses during the morning drop-off and afternoon student pick-ups, and during lunchtime and recess periods. As a result, we have received numerous positive comments from school staff and parents.



Operations Bureau / Patrol Division / K-9 Unit

The San Ramon Police Department canine unit plays a vital role in assisting the agency in the accomplishment of mission objectives. Because of superior sense of smell, hearing and potential aggressiveness, the trained law enforcement canine is a valuable supplement to law enforcement manpower

San Ramon Police Department's Canine Program has been in existence since 2003. At that time, the Department started with one canine, Dar. The Department realized the value of additional resources, expanded the program to two canines in 2007, and added a third canine this past July .

Officer Marty Echelmeier and Dar

Dar is a male German Shepherd and he was born and trained in the Czech-Republic. He began his training when he was eight weeks old. Dar was brought to the United States when he was two years old and was taken to a kennel in Southern California where he was purchased with federal grant money. Officer Marty Echelmeier and his K-9 partner "Dar" will begin their eighth year of service in the upcoming year.

Officer Keith Butler and Deny

Officer Keith Butler and his K-9 partner "Deny" have been partners since May 2006. They started out working at another police department in the Bay Area and San Ramon Police Department welcomed both Officer Butler and his K-9 Deny to the Department when Officer Butler was hired in July 2007 as the second K-9 Handler dog team.

K-9 Deny is also a male German Shepherd who is 6 1/2 years old and he weighs 88 pounds. Deny was also born and trained in the Czech-Republic. At the age of one, Deny was brought to the United States and taken to a kennel in the Bay Area, where he continued his training.

Officer Chris Bruce and Bongo

A third K-9, Bongo, was added to the Department in July 2010. While the department could benefit with having 3 canines, at ten years old, Dar will be retiring soon and the Department wanted to avoid only having one K-9. Bongo was paid for through community donations. Adding an additional K-9 was part of the police budget, however, the only cost to the department was outfitting the vehicle with a K-9 cage.

Bongo is a 4-year old, 78 pound German Shepherd originally from the Raad Van Beheer Kennel Club in Amsterdam. He was purchased from the same kennel in Riverside, Calif. as Dar. Bongo is a Schutzhund Level III trained dog. Being from the Netherlands, all of his commands are in Dutch. Bongo and Officer Bruce became partners in June 2010.



Officer Echelmeier & Dar



Officer Butler & Deny



Officer Bruce & Bongo

Operations Bureau / Patrol Division / K-9 Unit

Utilization of canines requires adherence to procedures that properly control their use of force potential and channel their specialized capabilities into legally acceptable crime prevention and control. Each police dog handler is trained in the tactical application of his/her dog prior to being placed in an operational status. A dog handler assists in formulating plans of action for effective canine use. Canine use is based upon the immediate circumstances of a situation.

The K-9's each received over 320 hours of initial training prior to working Patrol. Weekly and daily training is a must, as they must pass strict annual P.O.S.T. certification standards. The standards are high. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions.

The K-9's are specifically trained in tracking and trailing of fleeing felons and lost children or adults. They have the ability to locate discarded articles and can detect the odor of narcotics. K-9s are particularly efficient in searching large fields or buildings for hiding suspects and can access small areas that officers would not be able to access. They are also very useful in high risk situations such as vehicle pursuits which often lead into foot chases where the K-9s speed and tracking ability become very useful.

The K-9's are assigned to their handlers 24 hours a day. This strengthens the bond between the police canine and the handlers and it also allows for a quicker response to emergencies if they are requested while off-duty.

Canine teams generally work during the night-time hours. This allows the greatest effectiveness since most building searches, alarms, burglaries, etc. occur during this shift. Our K-9 teams enjoy working the night shifts — dedicated to the citizens of San Ramon as they offer a sense of extra protection, confront danger in the cover of darkness, and are faithful to their handlers.

The K-9 teams also attend numerous civilian functions each year. These include school visits and demonstrations at local civic groups, Citizens Police and Youth Academies, and public education programs.



Operations Bureau / Patrol Division / Specialized Enforcement



The purpose of a Special Weapons and Tactics Team (SWAT) is to provide specially selected and trained law enforcement officers working as a coordinated team to resolve critical incidents that are so hazardous, complex, or unusual that they may exceed the capabilities of first responders or investigative units, and to increase the likelihood of safely resolving such incidents.

The San Ramon Police Department SWAT Team is comprised of officers from both Patrol and Investigations Divisions. The SWAT Team consists of highly-trained officers whose primary mission is the protection of life and property and peaceful resolution of high risk situations that require a prolonged tactical deployment of police personnel. There are four components of the SWAT Team: the Entry Team, Sniper Team, Crisis Negotiators, and Tactical Command. Lieutenant Dan Pratt serves as the SWAT Commander.

Being a member of the SWAT Team is a collateral duty to an officer/detective's normal duties and responsibilities. Officers assigned to the SWAT Team must pass a rigorous testing process prior to assignment to the Team. This test consists of a challenging physical test, an handgun marksmanship course, and an oral interview. Once assigned to the SWAT Team, officers attend a basic SWAT school and attend training twice a month.

In September, the SWAT Team participated in the "Best of the West" SWAT Competition hosted by the Santa Clara County Sheriff's Office. This competition is the largest invitational SWAT competition in the Western United States. In only our first year, the SWAT Team out-matched the vast majority of teams, which come from throughout the state and as far away as Nevada. The Team started the competition with an early lead and maintained their rankings among the top the entire time. The Team took first place in the Vehicle Assault course and Corporal Carlson was awarded the third place honor for individual achievement in the Sniper category.

SWAT officers must be excellent decision makers even when in extreme danger. They must have a mature attitude and focus on ways to safely resolve the situation. Brains, intensive training and dedication are the mark of these professionals.

Operations Bureau / Patrol Division / Specialized Enforcement

The Crisis Negotiation Team (CNT) is a component of SWAT and the goal of the team is to train and prepare for rapid response to critical incidents that require verbal skills and specialized equipment beyond those generally deployed by the Patrol Division, or generally available when a serious incident arises.

The Crisis Negotiation Team is specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is considered a “tactic” to be used when appropriate to resolve, or assist in resolving a crisis situation. The Crisis Negotiation Team provides intelligence to officers in order to secure a peaceful resolution to the incident. When deployed on a SWAT call-out, CNT’s primary function is to establish communications with barricaded suspects and/or to negotiate the safe release of innocent person(s) in a hostage situation.

The Crisis Negotiation Team is under the command of Lt. Liz Gresham.

The SWAT Team and Crisis Negotiator Team members are required to be on call 24 hours a day, 7 days a week.

The primary goals of Specialized Enforcement Teams are:

- **To Save Lives!**
- **To Enhance Safety**
- **To achieve a peaceful resolution of the situation.**



Operations Bureau / Patrol Division / Bicycle Unit



The Bicycle Patrol Unit is staffed by full-time police officers on an as-needed basis for special assignments and events. A successful bicycle patrol team can improve public safety and support other patrol units maintaining high visibility and mobility with close citizen contact in areas not suitable for conventional patrol cars due to traffic congestion, pedestrian congestion, etc.

This unit is supervised by the Traffic Division sergeant. The officers are selected after submitting a letter of interest and participating in an interview process. The officers who are currently assigned to Patrol regularly carry their bicycles on a trunk mounted vehicle rack which allows them to use the bikes to patrol business and commercial areas up close, interacting with citizens and employees in an attempt to be more visible and foster a positive relationship resulting in a safer community overall.



Officers assigned to the Bicycle Patrol Unit are required to pass a 40-hour "Patrol Bicycle" course. Several members have passed advanced bicycle courses attaining their "Instructor" certificates and are responsible for regular in-service training. Bicycle Patrol Unit officers participate in the many special events held in the City of San Ramon each year and are an integral part in the success of these events. They are able to help with locating lost or missing children/parents and provide a quick response to any other problems which requires law enforcement attention. Some of the special events that the Bicycle Unit involves itself in include the Art & Wind Festival and 4th of July Celebration.



The purpose of the Bicycle Unit is to promote positive contact with citizens. This creates greater police-citizen interaction, creating trust and rapport with the community. Compared to a traditional police vehicle, police bicycles have a quality that makes them much more approachable by citizens. Bicycle officers can interact with citizens far more often and more in depth than officers in cars, leading to information exchange that leads to more effective policing.

Operations Bureau / Patrol Division / Honor Guard

The San Ramon Police Department Honor Guard was formed at the direction of Chief Scott Holder. The Honor Guard function as ambassadors for the San Ramon Police Department and the City of San Ramon.

The Honor Guard members are volunteers of the police department's sworn staff. The Honor Guard consists of six officers who represent the agency at various functions to include the posting of colors. They participate in local and regional ceremonial activities that focus on honoring the United States of America, the State of California and the City of San Ramon. Some of these events have included: City Council meetings, the 4th of July festivities, 9-1-1 ceremonies, and non-profit events. The San Ramon Police Department Honor Guard has also performed in conjunction with the San Ramon Valley Fire Department Color Guard on several occasions.

The Police Department's Honor Guard requires a commitment from members to train in a variety of protocols. The Honor Guard must be adept at march choreography, the military manual of arms, U.S. flag protocol, ceremonial flag folding, funerary protocol, and the ability to remain motionless at attention, parade rest or ordered arms for extended periods.

The goal of the Honor Guard is to demonstrate to the community a positive and professional image of the police department.



Operations Bureau / Traffic Division



The Traffic Division is a professional and effective team of individuals dedicated to traffic safety with the ability to provide timely response to crime and traffic problems in order to assist all members of the community and generate voluntary compliance to traffic laws and regulations.

The Traffic Division has taken a proactive approach to traffic related issues. The goal of the Traffic Division is not only to seek out aggressive drivers or issue citations for traffic safety laws, but to also educate the public regarding traffic related issues and alert the public to areas of concern. When concerns about speed related issues in neighborhoods, near parks or in school zones arise, the Traffic Division will place a radar trailer in the area.

Officers assigned to the Traffic Division can be seen patrolling the streets on police motorcycles. The motorcycles allow the officer the ability to maneuver through traffic congestion. The majority of the time they can be found focusing their attention on high traffic areas or locations of frequent traffic accidents. The focused attention has helped decrease the number of red light violators and traffic accidents in problem areas.

STATISTICAL SUMMARY

SRPD wrote 7,265 moving violations; 397 license and registration violations; 1,515 non-moving violations; 946 courtesy warning citations; and 1,688 parking violations.

Officers made 203 Driving Under the Influence (DUI) arrests; tagged 396, and towed 3 abandoned vehicles.

There were 860 traffic accident calls for service in 2010.

The Department investigated 453 collisions: 0 fatalities; 89 injury collisions; and 364 non-injury collisions.

The top two major causes of accidents in 2010 were speed (22%) and turning violations (13%), respectively.

Traffic safety around our city schools, parks, and residential neighborhoods is one of our primary concerns. Our Traffic Officers, with the help of our Patrol Officers, are responsible for an assigned school and patrol beat in which they monitor traffic related issues during business/school hours. This is done in an attempt to educate the public and heighten the awareness of pedestrian and motorist safety.

We are dedicated to improving traffic safety near our business districts as well because of the workforce population that commutes into the City of San Ramon each day. With the increased population we experience a proportional increase in reported traffic safety issues.



Operations Bureau / Traffic Division

San Ramon Police receives both constant praise and constant criticism for traffic enforcement, a trait shared by most law enforcement agencies. The Traffic Division is committed to making a positive impact for safety on our city streets, and places a high priority in responding to reported traffic-related issues that come to our attention in many ways. We are able to accomplish this level of response because of the partnership we have with our citizens, the dedication and professionalism of our police officers, private organizations and generous grants from our state government.



Our Traffic Division consists of one supervisor and four officers who ride Harley Davidson motorcycles and collectively write approximately 200-500 traffic citations each month in the City of San Ramon. They are responsible for all reported traffic accident investigation including accidents that result in serious or fatal injuries. Each member of the Traffic Division has attended numerous specialized traffic accident investigation courses and is one of the only traffic divisions in Contra Costa County or the State where each member has reached the level of "Traffic Accident Reconstructionist".



STATISTICAL SUMMARY

203 DUI arrests in 2010 — a 15% increase in arrests from last year.

21% of DUI arrestees were involved in a collision — a 5% increase in DUI accidents over last year.

10% of DUI arrestees were under the legal age of 21— a .003% increase from last year.

California considers an individual to be legally impaired when their BAC is at 0.08 or above, and 50% of San Ramon's DUI arrests had a blood alcohol level of .16 or higher -- more than twice the 0.08 legal limit.

San Ramon Police averaged 17-20 DUI arrests per month; with May having the highest number of DUI arrests with 27 arrests.

Total DUI Arrests.....	203
Under Age 21	20
Above .16 BAC	102
Involved in Accident	43



Operations Bureau / Traffic Division

DUI Enforcement



Our officers place a high priority on DUI enforcement since this violent crime results in countless property damage, injuries, and fatalities every year nationwide. San Ramon police officers took part in an intensive 18-day, county-wide DUI enforcement campaign from August 2nd through Sept. 6th, and the Contra Costa County's "Avoid the 25" campaign from December 17th, 2010 to January 2nd, 2011. San Ramon Police made a total of 203 DUI arrests for the 2010 calendar year.



While there are several methods of DUI enforcement, San Ramon Police Department relies on patrol officers' constant vigilance looking for impaired drivers. Utilizing "saturation patrols", officers pair up in vehicles for officer safety and efficiency purposes. They patrol known problem areas and city streets with the sole focus of identifying drivers who display objective signs of being under the influence of alcohol/drugs while operating a motor vehicle. Another method of DUI detection is our own motoring public utilizing the "911" system to alert police to possible DUI drivers. Numerous driving under the influence arrests are made each year as a result of an alert motorist notifying police of their observations. Once police arrive they take appropriate actions which result in an arrest a very high percentage of the time, thanks to the cooperation and concern for safety by citizens working with their local police department.

Seat Belt Enforcement



Through the combined efforts of state and local law enforcement, San Ramon police officers participated in the Office of Traffic Safety's "Next Generation - Click-It or Ticket" seat belt enforcement campaign conducted during the Thanksgiving holidays, a fourteen day period between May 18th through May 31st, and spring graduation season. Additionally, the Traffic Unit utilized a dedicated officer at least one day per month who focused on seat belt enforcement and aggressively cited individuals who were not in compliance.



More than 280 law enforcement agencies statewide participated in this year's "Click-It or Ticket" campaign. The campaign relies on heavy enforcement and public education as a means to help California achieve the highest seat belt use rate in the nation. The San Ramon Traffic Unit uses a number of enforcement strategies aimed at not only gaining compliance, but also increasing the public's awareness regarding wearing seat belts and utilizing child restraint seats where appropriate.

According to state officials, since the campaign began in 2005, public safety officials has been seeing an overall yearly increase in seat belt use. San Ramon Officers issued 377 citations for restraint violations in 2010.

Funding for officer overtime to support California's "Click-It or Ticket" campaign was provided by a grant from the California Office of Traffic Safety through the National Highway Traffic Safety Administration. San Ramon received approximately \$2,500 in grant monies for this campaign.



Operations Bureau / Traffic Division

TRAFFIC STATISTICS

	2008	2009	2010	Change (09-10)
Total Citations Issued	12,677	11,569	12,014	+ 445
<i>Moving Citations (excluding speed)</i>	<i>4,543</i>	<i>5,408</i>	<i>5,349</i>	<i>- 59</i>
<i>Excess Speed Citations</i>	<i>2,490</i>	<i>1,932</i>	<i>2,516</i>	<i>+ 584</i>
<i>Non-Moving & Parking Citations</i>	<i>4,824</i>	<i>3,347</i>	<i>3,203</i>	<i>- 144</i>
<i>Warning Citations</i>	<i>820</i>	<i>882</i>	<i>946</i>	<i>+ 64</i>
D.U.I. Arrests	228	176	203	+ 27
D.U.I. Accidents	30	41	43	+ 2
Number of Accidents Reported	877	826	860	+ 34
Accident Reports Written	506	481	453	- 28
Accidents with Property Damage Only	392	342	364	+ 22
Number of Fatal/ Injury Accidents	114	139	89	- 50
<i>Fatal</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>- 1</i>
<i>Severe Injury</i>	<i>4</i>	<i>1</i>	<i>6</i>	<i>+ 5</i>
<i>Visible Injury</i>	<i>42</i>	<i>48</i>	<i>25</i>	<i>- 23</i>
<i>Complaint of Pain</i>	<i>67</i>	<i>89</i>	<i>58</i>	<i>- 31</i>
Vehicle vs Pedestrian Accidents	9	13	9	- 4
Vehicle vs Bicycle	19	14	10	- 4



*Officer John Goyich
Bike Safety Presentation*



*Officer Dave Heinbaugh
National Night Out*



*Sgt. Dave White
Coffee with the Cops*



*Danville Officer & Officer Jim Springer
Coffee with the Cops*



*Cpl. Randall Ritter
Stranger Danger
Presentation*



Operations Bureau / Investigations Division



*(L to R) Detectives
Mike Green
Sgt. Eric Webb
Todd Patty
Steve Brinkley
Stan Szeto
Corp. Joe Moore*

The Investigations Division is comprised of six Detectives, two Community Services Officers, a Detective Sergeant, and an Office Coordinator who assists with “Cold Cases” and Sex, Drug, and Arson Registrants.

The mission of the Investigations Division is to identify, target, arrest, and successfully prosecute individuals involved in criminal activity within the City of San Ramon, with specific emphasis on felony Crimes. The Division is also responsible for the collection, dissemination, and management of criminal intelligence information. The Investigations Division consists of four interdependent units: felony investigations, misdemeanor complaints, C-NET Drug Task Force, and the Community Resource Program

The members of the San Ramon Police Department’s Investigations Division are assigned to investigate felony crimes reported to the City of San Ramon Police Department; such as homicide, robbery, sexual assault, child abuse, property crimes, missing persons, fraud and high-tech crimes, domestic violence, elder abuse, and any other cases requiring major follow-up investigation. The Detectives investigate some of the most demanding and challenging cases police can be involved in. Some crimes may take months or even years to fully investigate to a conclusion and bring a suspect to justice. Detectives assigned to these crimes have developed an advanced level of expertise by attending specialized training and by gaining years of experience working on complex cases with colleagues at the federal, state, and local levels.

The Detectives assigned to the Investigations Division are carefully selected from sworn officers within the department based upon demonstrated dedication and excellence in conducting criminal investigations. After being selected to the Investigations Division, the Detectives are sent to schools throughout the state to receive highly specialized “advanced officer” training. Most of the specialized training is certified by P.O.S.T. (California Peace Officers Standards and Training) and can range from 24 to 80 hours of instruction per school. Examples include Criminal Investigation, Homicide Investigation, Sexual Assault Investigation, Child Abuse Investigation and Officer Involved Critical Incident Investigation. All of the Detectives are members of various law enforcement associations that enable them to maintain their skills in specialized areas. Examples include California Homicide Investigator’s Association and California Sexual Assault Investigator’s Association.

Investigating complex major crimes requires the dedication, cooperation, and assistance of a variety of individuals and units. Detectives work closely with patrol officers to identify witnesses, preserve major crime scenes, gather critical information, and develop leads. They also work closely with officials from other agencies to solve crime that inevitably crosses jurisdictional lines.

During 2010, our Investigations Division followed up on 1,601 criminal cases. Of these cases, 941 were felony cases, 564 were misdemeanor cases, and 104 were missing adult/missing juvenile cases. Investigations served 50 search warrants, conducted 11 parole/probation searches, and recovered over \$769,000 in property. We had a 45% closure rate for felony cases in 2010.



Operations Bureau / Investigations Division /C.C.C.N.E.T

The Central Contra Costa Narcotic Enforcement Team (CCCNET) is a proactive narcotic enforcement team whose mission is to target mid to high-level drug dealers that affect the quality of life for residents in the Central Contra Costa cities. Because drug crimes are commonly related to violent crimes, property crimes and identity theft, CCCNET also works with local, state and federal authorities to tackle these issues.

CCCNET Detectives are specially trained by the Department of Justice to investigate and to write and serve legal documents. CCCNET detectives all work in an undercover capacity and use information from informants and other confidential sources. The team is available 24 hours a day, seven days a week to all involved agencies. The taskforce concept is now one of the most commonly used and effective ways for both small and larger agencies to get the most experienced undercover officers, daily communication with multiple agencies, the best equipment, and a task force to respond at any time for a fraction of the cost.

A board of directors, which consist of the Chiefs of Police in Central Contra Costa, runs CCCNET. The Department of Justice and each member city contribute resources and detectives to form this task force. The team is supervised by a DOJ Special Agent with member cities participating from Walnut Creek, San Ramon, Danville, Pleasant Hill, Martinez, Clayton, Contra Costa County Sheriff's Office, and Contra Costa County's Probation Dept. and District Attorney's Office.

In 2010, CCCNET made a total of 119 arrests, 19 of the arrests in the City of San Ramon; uncovered 5 meth labs; and recovered 9 stolen vehicles.

Once cases are adjudicated and state agencies receive their share of operating costs, the remaining asset forfeiture funds are distributed to participating agencies. No funds are disbursed until the case has been adjudicated, and some funds are actually seized in prior years. CCCNET disbursed \$144,000 from adjudicated assets during 2010 to participating agencies.

HIGHLIGHTS

Statistics: City of San Ramon

Total Arrests.....	19
<i>Felony</i>	<i>13</i>
<i>Misdemeanor</i>	<i>6</i>
Total Search Warrants.....	8
Total Probation Searches.....	6
Total Consent Searches.....	4
 Total Drugs Seized:	
GHB	2 oz.
Meth.....	174.5 grams
Marijuana.....	1,615.5 grams
Marijuana Plants	380 plants
Hashish.....	52 grams
MDMA.....	100 tablets
Psilocybin.....	81 grams
 Total Street Value of Drugs:	
GHB	\$240
Meth.....	\$27,920
Marijuana - grams.....	\$40,387
Marijuana plants.....	\$4,180
Hashish - grams.....	\$780
MDMA tablets	\$1,000
 Total street value of drugs seized in the City of San Ramon	
\$74,507	
 Total assets seized in the City of San Ramon	
\$18,208	

CCCNET TEAM STATISTICS 2010

Total Drugs Seized	Street Value	Total Drugs Seized	Street Value
Crystal Methamphetamine	5240.34 grams \$628,841	Hashish	240 grams \$3,600
Cocaine	659.93 grams \$52,795	MDMA-tablets	13,202 \$132,020
Base Cocaine	16.6 grams \$1,660	Heroin	80.1 grams \$6,408
Marijuana (grams; oz; lbs.)	87,669 grams \$2,191,725	Pharmaceuticals	568 tablets \$2,840
Marijuana Plants	16,651 plants \$7 Mil.	Steroids/Stimulants	units/tablets \$160,470
Oxycontin	126 tablets \$10,080	Psilocybin	81 grams \$463
LSD	units \$40	GHB	oz \$240

Assets Seized:	Cash	\$91,268
	Property	\$99,800
Total assets seized:		\$191,068



Operations Bureau / Investigations Division/Community Resources



*Officer Joe Hinkston
&
Cpl. Lance Santiago*

The Community Resource Officer (CRO) program is assigned to the Investigations Division of the Operations Bureau. The officers are assigned to specific communities of interest to establish problem-solving partnerships with residents, property managers and owners, and the business community. These partnerships allow for the identification and resolution of crime-related issues.

The CRO introduced the Crime Free Multi-Housing (CFMH) Program in 2007, a widely successful program designed to help tenants, owners, and managers of rental property keep drugs and other illegal activity off their property. Officer Joe Hinkston joined the Community Resource Unit in early August 2010 and quickly acclimated himself to the new assignment.

The goal of the Crime Free Multi-Housing Program is to reduce blight, crime, narcotics sales, and narcotics use within the multi-housing communities within the City of San Ramon. The Crime Free Multi-Housing Program reduces blight, crime, and provides a safer living environment for the managers, landlords and tenants that live within the multi-housing communities. The program is honest and direct. It is designed to be easy, yet very effective in reducing crime in rental properties.

The benefits of the Crime Free Multi-Housing Program include: A stable, more satisfied tenant base. Increased demands for rental units with a reputation for active management, lower maintenance and repair costs, increased property values, improved personal safety for tenants, landlords and managers.

The solution-oriented, tenant-friendly program utilizes a three-part approach that ensures the crime prevention goal.

- Phase 1: An eight-hour seminar presented by the Police Department and other city and county agencies. Apartment owners, managers and staff must attend.
- Phase 2: Certifies that the property has met the minimum security requirements for the residents' safety.
- Phase 3: Tenant/Neighborhood Watch/Crime Prevention meeting at the property will be conducted for full certification.



*Officer Joe Hinkston
National Night Out*

Training includes: applicant screening; benefits of active management and how to become a pro-active manager; tips to strengthen rental agreements; crime prevention through environmental design; drug nuisance abatement; warning signs of drug activity; actions required when illegal activities are being conducted on your property; gang recognition; the role of the police; crisis resolution; legal issues, civil liability, and the eviction process.

The Crime Free Multi-Housing Program is successful because it approaches crime on many fronts. There are three ways criminal activity comes into a rental community. The criminal lives there, they visit friends there, or they come to the property to commit crimes. The Crime Free Multi-Housing Program addresses all three of these possibilities. By not renting to people with criminal intent, they not only reduce the likelihood of crime in the community, they also reduce the number of visitors who come to the property with criminal intent.

The backbone of the concept is the “Crime Free Lease Agreement.” This document hold renters, their visitors and friends, accountable for their actions. Three phases to the program are manager training, property inspection, and a safety social. Each of these is an important component to the program. When implemented, renters improve, properties improve, and crime plummets.

The Crime Free Business Program was implemented in March of 2009. This program is designed to provide training and education to business operators in the city to arm them with the knowledge to prevent crime in and around their business. The program consists of two phases. The first phase is a 2-hour training session attended by the business owner and/or manager. This training covers topics such as robbery prevention, workplace violence, suspicious subjects, identity theft, personal safety, and more. The second phase consists of an on-site visit by the Crime Free Coordinators to survey the property using the principles of CPTED. Since the inception of the program, there have been more than 30 businesses enrolled in the program.



Officer Joe Hinkston - Coffee with the Cops



*Corporal Lance Santiago
Resident Social*

HIGHLIGHTS

While attending his first resident social at the Canyon Creek Apartments in August, Officer Hinkston gained valuable information from several residents concerning other residents who were involved in illegal/nuisance activity. Officer Hinkston conducted an investigation and learned of a wanted subject residing on the property. Officer Hinkston coordinated with patrol personnel to make contact and arrest the wanted subject. Officer Hinkston arrested the subject for the warrant, searched the subject, found illegal drugs on the subject and notified the management of the arrest.

Also in August of 2010, both CRO's conducted undercover surveillance on a house believed to be involved in the sales of illegal narcotics. Officer Hinkston made a traffic enforcement stop which yielded information that led to the authoring of a search warrant for the house in question. The search warrant was authored and served and two arrests were made for narcotics related offenses.

Crime Rates & Police Statistics



The Uniform Crime Reporting (UCR) Program is a nationwide, cooperative statistical effort of city, county, and state law enforcement agencies voluntarily reporting data on crimes brought to their attention. The Program's primary objective is to generate a reliable set of criminal statistics for use in law enforcement administration, operation, and management.

Crime rates for the most part are cyclical and will vary based on numerous factors. While police play a pivotal role in crime rates, we are only part of the equation, as we are only one part of the criminal justice system. It is important to remember that crime is a social problem and, therefore, a concern of the entire community. The efforts of law enforcement are limited to factors within its control.

Of course there are many other factors from economic to demographic, which also play a large role in crime rates. An additional factor in small communities with low crime rates, such as San Ramon, is "spree crimes". One individual or group, which goes on a spree and for example breaks into cars or houses or businesses, can greatly affect the statistics.



The UCR preliminary 2010 figures indicate that law enforcement agencies throughout the Nation reported a decrease of 6.2% in the number of violent crimes for the first 6 months when compared with figures reported for the same time in 2009; and, the number of property crimes decreased 2.8%. In San Ramon we saw the *overall* Part One crime rate decline by 2% in 2010 from 2009 numbers; down 5% from 2008; and down 16% from 2007.

Traffic Safety efforts continue to be one of our priorities focusing on education, compliance, and enforcement. Our radar trailer was used in several sections of town to remind motorists of speeds, while staff provided various other educational efforts to the community. Compliance efforts were enhanced this past year, evident by a 7% increase in warnings for traffic violations. Enforcement efforts were also up in 2010 with a 4% increase in citations for traffic violations. A full review of traffic statistics is presented in the Traffic Division pages of this report.



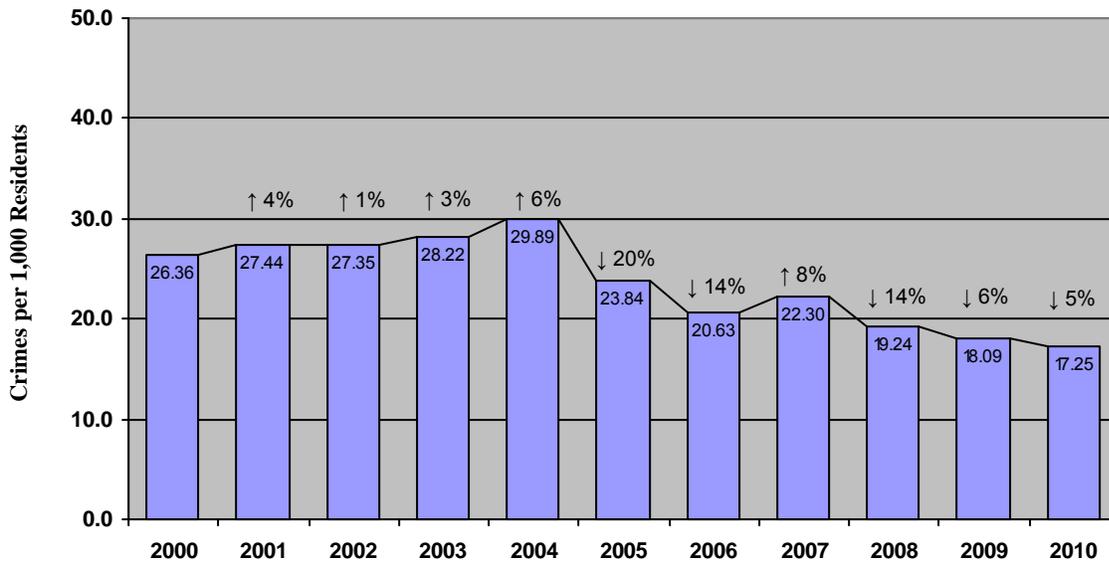
The upper graph on the adjacent page represents a ten year period for Part I Crime Rates for the City of San Ramon. The lower graph compares violent crime rates and property crime rates for the last 10 years.

Chief Scott Holder, Lt. Liz Gresham & Capt. Joe Gorton visited participating communities during National Night Out

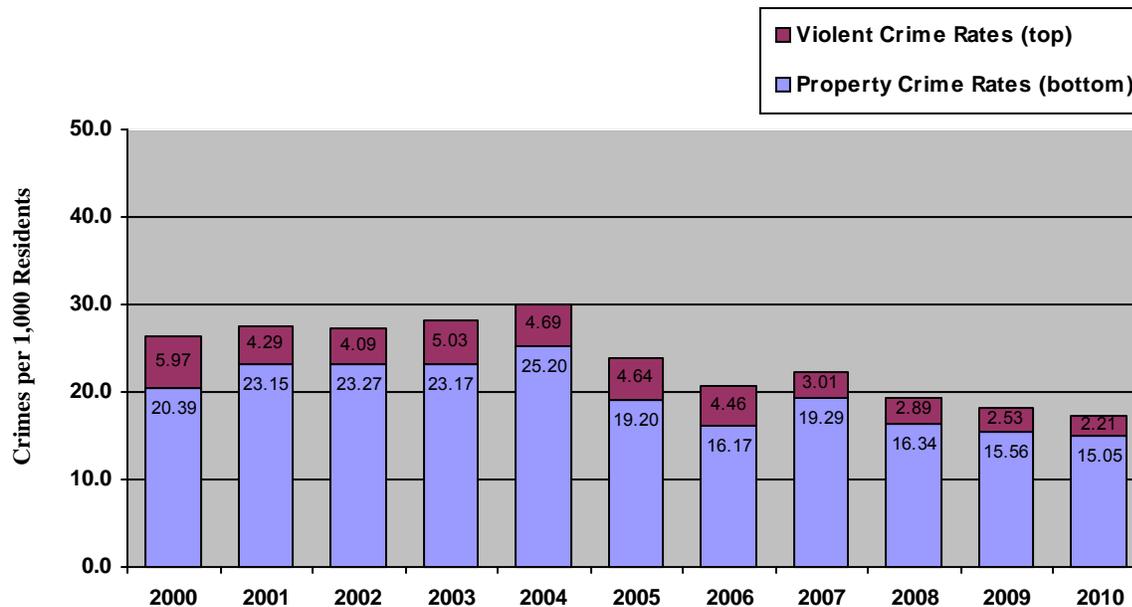


Crime Statistics

San Ramon Part I Crime Rate



Although National crime rates are calculated per 100,000 inhabitants, the charts on this page represent the Part I Crime Rates per 1,000 San Ramon City residents over the past 10 years with changes from the previous year (above graph) and the rates for Violent and Property crimes (graph below).



Serious crimes known to law enforcement as Part I crimes are defined as violent and property crimes. Violent crimes are comprised of homicide and non-negligent manslaughter, forcible rape, robbery and aggravated assault. According to the Uniform Crime Rate Reporting Program, “Simple Assault” is not within the Part I Crime Index — it is a Part II offense but is collected and presented in the Part I Crimes as a quality control matter and for the purpose of looking at total assault violence. Property crimes include burglary, larceny-theft, and motor vehicle theft. Arson is also a property crime, but data for arson are not included in property crime totals.



Crime Statistics

A Closer Look

One of the most meaningful crime statistics used in Uniform Crime Reporting is the Crime Rate. This rate is the number of offenses per 100,000 inhabitants. This rate can be calculated regardless of the number of inhabitants in a city or county. We will use *per* 1,000 residents in our calculations (a common crime rate measure).

To compute the crime rate, divide the number of violent crimes by the population of the city, (64,860) and multiply the result by 1,000. This gives you the number of crimes per 1,000 people. Therefore, the crime rate for San Ramon is 17.25 crimes per 1,000 residents which is considered to be a very low crime rate.

The total number of Part One crimes declined by 2% over the previous year; and the crime rate declined by 0.84 crimes per 1,000 residents.

Since 1930, the FBI has administered the Uniform Crime Reporting Program and issued periodic assessments of the nature and type of crime in the nation. In reporting of offense data to the state or national Uniform Crime Reporting Program, it is necessary to classify appropriate offenses into the “Part I” or “Part II” offense categories as defined by the Federal Bureau of Investigation. This practice ensures that offenses with different titles under state and local law are considered and appropriately counted in the Uniform Crime Reporting Program. All criminal offenses of law are classified as either “Part I” or “Part II”.

The Crime Index is composed of selected offenses used to gauge fluctuations in the overall volume and rate of crime reported to police. The offenses included are the violent crimes of murder, rape, robbery, and aggravated assault; and the property crimes of burglary, larceny, and auto theft. These offenses are known as “Part I” crimes. Arson is also a property crime, but data for arson are not included in property crime totals.

The “Part II” offenses encompass all other crime classifications. “Part II” crimes include simple assaults, forgery and counterfeiting, fraud, embezzlement, buying/receiving and possessing stolen property, vandalism, carrying and possessing weapons, sex offenses, drug abuse violations, gambling, disorderly conduct, drunkenness and numerous other miscellaneous offenses.

According to the UCR, “Simple Assault” is not within the Part I Crime Index — it is a Part II offense but is collected and presented in the Part I Crimes table as a quality control matter and for the purpose of looking at total assault violence.

In 2010 there were 57,258 calls for service in the City of San Ramon. Of these, 1,119 calls make up the seven reportable offenses of the Uniform Crime Report. The City of San Ramon has consistently been one of the safest communities in the County and in the Tri-Valley area.

State and city comparison statistics for the Uniform Crime Reporting (UCR) Program can be viewed on the Department of Justice website:

www.fbi.gov/about-us/cjis/ucr/ucr

Part I Crime Totals	2009	2010	% Change	
Murder	0	0		0%
Forcible Rape	1	6	+	500%
Robbery	17	17		0%
Assault/Battery	142	120	-	16%
Burglary	152	215	+	41%
Larceny/Theft	769	693	-	10%
Motor Vehicle Theft	<u>62</u>	<u>68</u>	+	10%
Total Offenses	1,143	1,119	-	2%



REPORTED PART I OFFENSES FOR SAN RAMON

	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999
POPULATION VS STAFFING																
POPULATION	23,444	25,352	26,417	27,439	30,404	33,879	35,303	35,950	36,196	38,880	39,995	40,880	41,000	42,000	43,500	44,688
NO. SWORN OFFICERS	15	17	17	20	23	23	25	27	28	28	28	33	34	34	36	37
OFFICERS PER 1,000	0.64	0.67	0.64	0.73	0.76	0.68	0.71	0.75	0.77	0.72	0.7	0.8	0.83	0.81	0.83	0.83
PART I CRIMES																
MURDER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
MANSLAUGHTER	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
FORCIBLE RAPE	4	1	2	6	4	5	8	3	8	3	4	4	5	5	6	4
ROBBERY	6	8	9	17	9	11	9	21	13	11	15	20	14	19	17	9
ASSAULT/BATTERY	94	103	106	176	150	172	160	134	165	169	189	176	167	178	183	175
BURGLARY - RESIDENTIAL	109	116	94	110	104	86	65	117	125	90	84	83	75	110	82	61
BURGLARY - COMMERCIAL/OTH	49	54	60	82	79	81	99	88	68	83	101	87	96	81	101	91
THEFTS - PETTY/GRAND/OTH	668	565	657	664	749	681	736	840	772	786	713	787	804	791	624	608
AUTO THEFTS	14	30	30	47	40	71	61	52	55	70	67	69	61	78	57	65
TOTAL PART I CRIMES	944	877	958	1,102	1,135	1,107	1,138	1,255	1,206	1,212	1,174	1,226	1,222	1,263	1,071	1,014
CALLS FOR SERVICE	N/A	N/A	N/A	N/A	N/A	N/A	29,512	26,875	29,209	30,422	32,086	34,267	33,904	36,668	38,954	43,244
CRIMES PER 10,000 POP.	40.27	34.59	36.26	40.16	37.33	32.68	32.23	34.91	33.32	31.17	29.35	29.99	29.80	30.07	24.62	22.69

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
POPULATION VS STAFFING																
POPULATION	44,722	45,880	46,750	46,920	48,609	50,672	56,234	59,488	61,184	63,230	64,860					
NO. SWORN OFFICERS	40	42	44	43	*47	*50	**50	56	56	56	58					
OFFICERS PER 1,000	0.88	0.92	0.95	0.9	0.84	0.82	0.74	0.87	0.85	.82	.83					
PART I CRIMES																
MURDER	1	0	0	1	0	1	1	0	1	0	0					
MANSLAUGHTER	0	0	0	0	0	0	0	0	0	0	0					
FORCIBLE RAPE	12	8	1	1	2	5	1	2	4	1	6					
ROBBERY	21	20	10	17	15	14	25	15	15	17	17					
ASSAULT/BATTERY	233	169	180	217	211	215	224	162	157	142	120					
BURGLARY - RESIDENTIAL	62	66	51	75	62	70	56	58	51	71	88					
BURGLARY - COMMERCIAL/OTH	97	96	95	82	94	76	113	151	133	81	127					
THEFTS - PETTY/GRAND/OTH	696	833	861	816	925	733	661	847	751	769	693					
AUTO THEFTS	57	67	81	114	144	94	79	92	65	62	68					
TOTAL PART I CRIMES	1,179	1,259	1,279	1,323	1,453	1,208	1,160	1,327	1,177	1,143	1,119					
CALLS FOR SERVICE	48,039	47,717	46,581	44,670	41,471	48,833	51,157	57,040	62,194	53,622	57,258					
CRIMES PER 10,000 POP.	26.36	27.44	27.35	28.22	29.89	23.84	20.63	22.30	19.24	18.09	17.25					

History of San Ramon Police Department

The San Ramon Police Department was founded July 1, 1984 when the City entered into a contract with the Sheriff's Office and continued working under the original contract with the Sheriff's Office for 23 years.

The city continued to grow and prosper thus creating an expanded need for independent police services, and on June 13, 2006, the City Council unanimously passed a resolution to bring control of the San Ramon Police Department in house. The San Ramon Police Department became an independent police department, and on July 1, 2007, 56 sworn officers, 20 civilians, and 30 volunteers assumed their new positions with the City of San Ramon.

San Ramon Police Department is a team-oriented agency that maintains a close partnership with the community through community oriented police work and various youth-oriented programs.

The services offered by the Police Department have changed over the years in an effort to maintain a proactive approach to the needs of the public. These changes have included the creation of specialized programs such as the Crime Free Multi-Housing, Crime Free Business programs, and "My Beat-My School" programs.

Today's city police officers have embraced changes in the use of technology such as the mobile audio video system and field computers and the wireless transmission of incident reports.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website contains online services such as, Offender-Watch®, Crime Mapping, Requests for Patrol, Vacation House Check, and Pay your Traffic Ticket on line.

The San Ramon Police Department continues to construct and adopt progressive policies in an effort to mirror the changing times and strives to improve the services it offers on a daily basis, while remaining ever vigilant to the needs and potential of the future.

And, after 26 years in the same location.....



***We're Moving
Summer 2011***

ADMINISTRATION BUREAU



Lt. Liz Gresham
Bureau Commander



The mission of the Administration Bureau is to provide the essential support necessary to ensure the effective and efficient delivery of police services. This is accomplished through an interactive network of specialized and distinctively diverse activities, which both support and strengthen the police mission.

The Administration Bureau is comprised of four different functional areas: **Finance, Executive Support, Records, and Professional Standards and Training.** Youth Services, Character Counts, Crime Prevention, and Property & Evidence are additional areas of responsibility that complete the Professional Standards and Training Division.

The Bureau provides the San Ramon Police Department with the highest quality personnel, training, resources, and standards to enhance the delivery of police services. They recruit, hire, and train the officers and support personnel of the Department. They exercise strict financial accountability, and locate new sources of funding to help fulfill the Department's mission. They maintain the records, keep the computers running, and write the policies and procedures.

Emergency Preparedness and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administration Bureau.

Administration Bureau / Emergency Preparedness



*Ray Riordan
Emergency Preparedness
Manager*

The primary goal of Emergency Management is to develop the capabilities within the City of San Ramon to prepare for, respond to, and recover from all hazards and disasters. Planning, training and implementation of the fundamental tenants of emergency management create the capabilities. Coordination of all efforts extends beyond the city in collaboration with neighboring cities, state and federal response. The Emergency Preparedness Manager is very involved in local, regional, state and national emergency management efforts.

As a result of the efforts the City of San Ramon received two distinguished awards:

- Federal Emergency Management Agency, Honorable Mention as an Outstanding Citizen Corps Council Award (for pop under 1.5 million), for innovative practices and achievements that are making communities safer, stronger, and better prepared to manage any emergency situation.
- Coastal Chapter of the California Emergency Services Association, Silver Award for contributions to the field of emergency management and preparedness in the community.

The successes of the city's program relies on the 2006 agreement the City of San Ramon entered into with the Town of Danville, San Ramon Valley Fire Protection District (SRVFPD) and San Ramon Valley Unified School District (SRVUSD) to collaborate on improving the preparedness of the San Ramon Valley community. The San Ramon Valley Emergency Preparedness Citizen Corps Council mission is *to collaboratively plan and coordinate community disaster preparedness and training efforts to preserve the life, health and welfare of all who reside or work within the San Ramon Valley*. Disasters "know no boundaries" and regional planning with neighboring agencies makes sense.

The following accomplishments had an accumulative effect on improving city staff readiness to respond to an emergency:

- Trained police and public services personnel on how to use state of the art Pre-incident Aerial Survey Plans developed in coordination with the SRVFPD.
- Trained police and other staff on how to operate and maintain the use of the 1610 am Highway Advisory Radio (HAR) used to inform residents and businesses of what emergency occurred and what is expected.
- Prepared a draft Emergency Operations Plan (EOP) that identifies the policy and direction that staff are expected to assume and operate under during response to a major emergency.
- Assisted in the update to the city General Plan Safety Element to address the multiple hazards in the community.
- Conducted a review of the collaborative H1N1 flu vaccination clinic organized in 2009 with Contra Costa County (CCC) Public Health, all south county response organizations and over 125 volunteers to staff. Over 1,500 residents received inoculations.
- Organized, retooled, and conducted two Community Emergency Response Team (CERT) Train the Trainer classes for 60 volunteers from around the Bay Area.
- Facilitated the installation of ten Automated External Defibrillators in city facilities and initiated training for employees.



Administration Bureau / Emergency Preparedness

The following accomplishments had an accumulative effect on improving citizen and business readiness to respond to an emergency:

- Continued as Chair of the Contra Costa County Citizen Corps Council Committee to establish standard CERT programs consistently among the 19 CERT programs in the county.
- Recruited, registered, and trained over 125 additional CERT volunteers.
- Assisted in the organization of a community fair that reached over 3,500 residents.
- Facilitated third annual Simulated Exercise Test (SET) in September for the amateur radio community and CERT neighborhood teams which enhanced communications between the citizens and the government response organization.
- Created and launched a new module on how to integrate CERT into local damage assessment protocols, and tested the reporting protocol with the CERT members during the SET.
- Initiated the use of a highway advisory radio (HAR), 1610 am, station for the community. Four times used: H1N1 Flu Clinic, Chevron demonstration, Fourth of July, and LPGA Tourney.
- Initiated a HeartSafe Community Campaign in coordination with County EMS and organized a CPR/Automated External Defibrillator Saturday that reached over 200 residents.

The following activities with state and county programs improved the ability of city to obtain support during an emergency:

- Through the statewide mutual aid program, assisted the California Emergency Management Agency response to the April 4, Baja Earthquake response.
- Sponsored and organized workshops for public comment on the Contra Costa County Disaster Mitigation Plan which will impact ability to receive grant funds for mitigation projects in San Ramon prior to the next emergency. Included the CERT program in an effort to “get the word out” about the public hearings. Sponsored and organized workshops to create local earthquake response plans that support the county’s Regional Catastrophic Response Plan.
- Participated in the Regional Catastrophic Response Plan committee that helped draft the Volunteer Management, Debris Clearance, and Mass Evacuation and Transportation Plans for a catastrophic earthquake.

The city’s commitment to providing the finest emergency preparedness efforts continue with the support of the City Council, Management, the staff, and most importantly you, the citizens of San Ramon. Preparedness begins with the measures the residents take at home, and as a team, affects how the residents and businesses can coordinate their response with the police, fire and other responders managing the critical events. Take the time for preparing yourself, your family and your business to be ready when the next emergency occurs. Together as a team, we achieve more.



Administration Bureau / Professional Standards & Training Division



*(L) Lt. Liz Gresham
Sgt. Tom Larocque
Mary Gentry*

The Professional Standards and Training Division has a mission to provide the most knowledgeable and experienced officers to serve the City of San Ramon. To do so, this Division handles internal affairs concerns and ensures the development of officers through education and training.

PROFESSIONAL STANDARDS

The Professional Standards Division is located within the Administrative Bureau and is under the supervision of the Administrative Lieutenant Liz Gresham. The Professional Standards Sergeant, Tom Larocque, is responsible for the day to day operations of the Division.

The Professional Standards Division ensures the integrity of the department, promotes ethical conduct in compliance with the department's mission, standards and policy and procedures, while maintaining integrity through effective and efficient police service. Public trust and support are a critical component to a successful police organization. The Professional Standards Division accomplishes this by:

Recruiting and hiring — the hiring process of a sworn officer is a very thorough and intensive process that begins with the application and interview and concludes with an extensive background check, a psychological evaluation and a complete medical screening.

Policy Development and Maintenance — includes developing department wide policies to meet current best practices and legal guidelines; disseminating, tracking and archiving policies.

Ensure fair and equal treatment of citizens and employees — responsible for investigation of allegations of employee misconduct, both external and internal; investigate major officer-involved incidents.

TRAINING DIVISION

In order to meet the training demands of the San Ramon Police Department, the Training Division strives to provide the highest level of training and education for all department personnel. Providing training in all aspects of law enforcement and public service is a priority of the San Ramon Police Department.

The Training Division is located within the Administrative Bureau and is a subdivision of the Professional Standards Division. It is under the supervision of the Administrative Lieutenant Liz Gresham. The division consists of one Training Sergeant, Tom Larocque and one Training Coordinator, Mary Gentry.

The Training Division is responsible for the department's training which includes all sworn and civilian personnel. It is also responsible for the coordination and planning of continuing professional training (CPT) for all police department staff. The Training Division fulfills an essential role in meeting State, Federal, City and Department training mandates and keeping the department well trained and up to date with the latest knowledge, skills and abilities.



Administration Bureau / Professional Standards & Training

Training – includes in-house training, specialized outside training, and department sponsored Commission of Peace Officers Standards and Training (POST) training. The Training Department has 30 POST approved courses and we satisfy all of POST's PSP and CPT requirements in-house with our own instructors.

Accreditation — ensuring the SRPD is maintaining compliance with state law, accreditation standards set forth by POST, and adherence to departmental values.

One of the goals of the Training Division is to provide quality training within the department in order to ensure continuous improvement in the professional development of our employees and to prepare them for any assignment or advancement within the department.

Through participation in various training programs, employees continue to maintain awareness of the changing law enforcement practices and enhance their level of skill and knowledge.

It is policy of the San Ramon Police Department to present the most current and comprehensive in-service, advanced and specialized training to all employees. This assures the needs of the department and the community we serve will be met at the highest level while increasing the productivity and effectiveness through increased job knowledge and skill. In order to ensure that our officers are performing essential job functions in an efficient and professional manner, they continuously attend updated training.

By utilizing our “in-house” instructors for essential core training such as Defensive Tactics, Firearms and Electronic Weapons (TASER), we are able to provide more specialized training and improve the skill level and expertise of our officers.

The San Ramon Police Department has the following POST certified Instructors:

Defensive Tactics	10 Instructors	Tactical Communications	2 Instructors
Firearms	11 Instructors	First Aid/CPR	2 Instructors
Electronic Weapons	6 Instructors	Driver Awareness	6 Instructors
Racial Profiling	1 Instructor		

During the past fiscal year the Training Division provided over 13,160 hours of training, both in-house and outside the agency. In addition to this training, monthly training bulletins and policy updates were distributed. All of these different functions serve to advance our employee's skill and knowledge allowing the agency to better serve the public and the citizens of San Ramon.



Administration Bureau/ School Resource Officers



*Officer Mark Gunning
School Resource Officer*

The School Resource Officers (SRO) program is a nationally recognized strategy that places law enforcement officers in elementary, middle, and high schools. School Resource Officers have an opportunity to work in conjunction with school principals to find solutions to problems affecting students. The School Resource Officer program incorporates a multifaceted strategy of enforcement, education, and counseling in hopes of reducing criminal activity on the school campus, reducing student suspensions for violent incidents, and contributing to the quality of a safe learning and teaching environment.

The concept behind the SRO program is to help youth through some of their most difficult challenges, working together to provide tools and understanding to help kids grow into successful adults. The SRO program is a proactive approach to identifying risk factors that face today's youth, including drug, alcohol and tobacco use, peer pressure, bullying, gang activity, and sex. The program allows the police, school, and community to work closely together to provide a holistic approach and more complete problem solving model.

Our two SRO Officers assigned fulltime to each of the two high schools and four middle schools are officers, counselors, teachers, mentors, parents, and friends. They are more than "cops on campus". They are caring individuals who take a personal interest in the success of our youth.

The SRO's fulfill a vital role in promoting safe school communities. San Ramon schools are places of zero tolerance for weapons, drugs or abuse of any kind and there are no exceptions to the practice of reporting violations of the law. School Resource Officers and school administrators take measures to prevent and address all incidents involving:

- Assaults against students or school personnel
- Threats against school personnel
- Involvement with drugs or alcohol
- The possession of contraband or any suspicious substance which may be illegal
- The possession of weapons
- Bullying

Our School Resource Officers fill many different roles within their schools:

- The SRO is a vital member of the school's administrative team, helping to solve problems within the school community.
- The SRO is an educational resource for students, teachers, administrators, and parents.
- The SRO provides students with a positive role model and a balanced view of law enforcement.
- The SRO is a proactive law enforcement officer dealing with law related issues on campus.

Administration Bureau / School Resource Officers

The School Resource Officers duties include, but are not limited to:

- Investigate crimes on campus
- Triage incidents to ascertain if police involvement is required
- Liaison between school administration and the police department
- Act as the representative of SRPD in the eyes of school staff and community members
- Perform classroom presentations concerning court room testimony, law enforcement as a career, child safety, traffic safety, and drug abuse
- Patrol campuses and surrounding neighborhoods
- Teach the Character Counts program at the High School level
- Coordinate and implement Secure Campus/Active Shooter drills at the High School
- Work collaboratively with Investigations and Juvenile Probation
- Plan, teach, and recruit/advertise for two Parent Project classes per year
- Mentor kids who are interested in the career of law enforcement
- Attend PTA meetings
- Plan, teach, and recruit/advertise for Citizen's Academy classes
- Plan, teach, and recruit/advertise for Youth Academy classes
- Provide police security at home football games, basketball games, dances, and Grad night
- Provide police security at middle school and high school graduations
- Coordinate summertime projects such as alcohol decoy programs and skate park enforcement

The SRO's facilitate the Parent Project Program, a highly popular program for parents of at-risk or difficult to control teenagers. The Program is a 10-week class that teaches parents strong, effective and proven skills to change adolescent destructive behavior. This interactive class allows parents to gain solutions, receive emotional and practical support, create an action plan, and experience success in working with their teen's behavior.

Through their honest and open communications with the students, the SRO's promote a positive image of law enforcement.. They are often able to prevent problems from arising by their close relationships with the students. Together, law enforcement, parents, and community leaders, we can effectively prepare our students to make positive choices in dealing with the challenges of life.



*Officer Hollis Tong
School Resource Officer*

Administration Bureau/ Youth Resource Officer



*Cpl. Sharlene Dinkins
Youth Resource Officer*

HIGHLIGHTS

In 2010, there were 247 cases assigned to the YRO:

- 36 felonies committed by juveniles
- 87 misdemeanors by juveniles
- 100 reported runaway juveniles
- Out of the 247 cases, 147 were criminal
- 16 juveniles were referred to the Juvenile Diversion Program
- 86 juveniles were referred to the Juvenile Probation Department or District Attorney
- 64 Assessments were conducted

The cases can be further broken down by the following crime categories:

Battery.....	14
Theft (Petty & Grand).....	27
Under the Influence.....	3
Weapon Offenses.....	7
Poss. Drugs/Alcohol.....	11
Sex Crimes-Juvenile Suspects....	8
Sex Crimes-Adult Suspects.....	15
Vandalism.....	6
Trespass.....	5
Misc.	51

The San Ramon Community and Youth Resource Program (CYRP) is a collaboration of community partners committed to identifying and implementing prevention and intervention strategies for San Ramon youth and their families. This collaboration includes the Police Department, Parks and Community Services Department, the San Ramon Valley Unified School District, and California State Youth Employment and Development. Essential partnerships with concerned residents, parents, community groups and commercial leaders are also integral to the network. CYRP is state funded and accepts referrals from parents, teachers, community leaders, neighbors or any other resident who is concerned with helping a juvenile who may be making poor choices.

The Youth Resource Officer (YRO) is the Police Department's representative to the CYRP and is responsible for managing the Diversion Program. The Diversion Program serves as an alternative to the filing of a misdemeanor criminal complaint for first-time offenders and is also offered for traffic related offenses at the direction of the Municipal Court Magistrate. The program also serves as an early intervention for at-risk youth, runaways, and those in need of structured guidance. Early intervention, a multidisciplinary team approach, and targeted enforcement, are important features of the Youth Resource Program. The goal of the YRO is to interrupt the escalating cycle of at-risk behavior by focusing on productive alternatives and creating opportunities for positive involvement in the community.

Additional responsibilities of the Youth Resource Officer include:

- Investigate referred cases involving juveniles
 - Write/serve warrants and court orders
 - Authorize Children Family Service (CFS) detention orders
 - Follow up on DOJ "Suspected Child Abuse" reports from outside agencies
 - Involved party interviews and documentation
 - Case presentation to Office of District Attorney, County Counsel, Children and Family Services, and Juvenile Probation
- Investigate reports of Missing Persons, to include runaway and child abduction reports; and coordinate the investigation between involved jurisdictions and the various government agencies
- Investigate crimes referred from the Internet Crimes Against Children Task Force and participate on the multi-agency Task Force.
- Community outreach to include:
 - Presentations to community groups related to crimes against children and proactive protection strategies
 - Consultations with parents and/or community members to share resources to help at-risk juveniles
 - Identify potential trends in juvenile crimes and initiate special enforcement operations to address any issues or concerns
 - Monitor local sex registrants
 - Investigate all reported sexual assaults occurring in the City of San Ramon
 - Provide Department training related to juvenile crime, issues, and legal updates
 - Maintain juvenile statistics
 - Attend city related youth events



Administration Bureau / Character Counts !

Character Counts! Is a nonprofit, nonpartisan, nonsectarian character education framework that teaches the “Six Pillars of Character”: trustworthiness, respect, responsibility, fairness, caring, and citizenship. These Six Pillars of Character come from the Character Counts! Program developed by the Michael Josephson Institute of Ethics in Los Angeles and represent “core values” or “basic life skills” necessary for a successful life in society. The Character Counts! Program is considered to be one of the nation’s most thorough and multi-faceted assessments of character education.

The course reinforces values that are already being taught by families at home, teachers at school, and our society in general. The Six Pillars of Character are used to teach everyone that their actions, words, choices and behavior are their responsibility. The program makes a valiant effort to bring youth to a place of well-being and sound judgments in their decision making. Character Counts! is the foundation of a more peaceful tomorrow.

The Character Counts! Program is currently being reinforced at 7 elementary schools and at both high schools. As we continue to expand the program, we have added the four middle schools this year so that now all grade levels participate in the program.

Character Counts! intends to reach the entire community through community meetings and community awareness activities. Six Pillars Park held its grand opening ceremony in October. The park was developed by Windemere LLX, Brookfield Homes, Lennar Homes, and Centex Homes, the developers that created the master-planned Dougherty Valley. The name Six Pillars comes from a national ethics education program and each column in the park is inscribed with the Character Counts traits: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship.

Responsibilities for the Character Counts Officer outside the classroom include:

- Organize and plan CC Skate Nights and Movie Nights with business owners
- Special presentations for various Boy and Girl Scout troops
- Coordinate marketing plans with Street Smarts and Crime Prevention for festivals such as; the Art & Wind Festival, 4th of July, Primo’s Carbo Load, and other 5K runs in the city
- Attend San Ramon Rotary luncheon for CC awards and presentation of money/donations
- Work with Department’s Webmaster on CC website; provide updates on schedules and events
- Work with both Cal High and DV High on CC programs at each school, working with the SRO at each school
- Work with the SRO’s at Cal High and DV High football and basketball games, special dances, and graduations
- Assist the SRO’s with the Youth Academy
- Participate in alcohol and tobacco stings; assist with cases that pertain to juveniles at or near the schools



Officer Abe Medina



Administration Bureau/ Explorer Post



The San Ramon Police Department, in partnership with the Boy Scouts of America, is a co-ed career based program for young men and women between the ages of 14-21 years old. If the Explorer is in high school, they must maintain a 2.0 or better grade point average and must be willing to work at least 10 hours per month at the station.



The Explorer Program provides young adults the opportunity to learn about law enforcement through training opportunities and interaction with law enforcement professionals. We teach training on all aspects of Law Enforcement from policy to tactics. This program is a great way to spend time with youth and keep them out of trouble by teaching them good moral values as well as the way the Criminal Justice System works. The Explorers are involved in ongoing training throughout their involvement in the program and after completion of their probationary period, are eligible to go on ride-alongs with department Officers.



Under the Character Counts! Officer's supervision, the goal of our post is to educate our area youth in the career and related field of law enforcement. One of the most important components of the program is Community Service. Explorers provide a valuable asset to the community by working at special events, as well as performing any other duties required by the Police Department. In addition, Explorers are exposed to and learn correct information about the criminal justice system, which often is a topic of conversation among their peers.

Expectations instilled in Explorer members are high morals, an acceptable grade point average, good judgment, and active community involvement. We are proud that several of our past Explorers have pursued a higher education, and many have achieved law enforcement careers.



Even if the Explorer does not go into the Criminal Justice field, the training and experience he/she receives from the program will help prepare them for other endeavors in life.

Explorer Advisor responsibilities include:

- Conduct monthly meetings
- Provide training at each meeting such as, Building Searches, Vehicle Stops, Defensive Tactics, Officer Safety, 10 & 11 Codes, Fingerprinting, Firearms, Written Test, etc.
- Field training to include Shooting Range Day, Physical Training, Tour of San Quentin, Tour of Officer Memorial in Sacramento, Paintball, Ride-Alongs, etc.
- Coordinate the Explorers at special events, office assistance
- Maintain log and files on all Explorers (past and present) for hours, attendance, equipment issue, and Charter Post Renewal with Boy Scouts of America



Administration Bureau / Crime Prevention

The Crime Prevention Division had a very successful year in 2010. Aside from the usual workload, and being booked out months in advance for Neighborhood Watch meetings, presentations, and working the Crime Free Programs, the Crime Prevention Division rose to extraordinary heights this past year. The Division expanded and gained an Officer joining the Crime Free Team, Officer Joe Hinkston, who has been enjoying the challenges of his new position learning and training in everything Crime Free Multi-Housing and Crime Free Business, working alongside Specialist Kittredge and Corporal L. Santiago. Officer Hinkston has proven to be a great asset to the programs as you will read under the Community Resource Officers' pages in this report.

The division's Specialist, Darlene Kittredge won a very special award at the International Crime Free Association 2010 Conference, "Coordinator of the Year", for all of her efforts and hard work implementing and coordinating the programs here in San Ramon. In addition to the award, Specialist Kittredge was also appointed to the Board of Directors for the San Ramon Chamber of Commerce and was also re-elected Co-Director of Region 12 for the California Crime Prevention Officers Association. Specialist Kittredge also received a gold star award, for the second year in a row, for her extraordinary results in exceeding all expectations in coordinating the Annual National Night Out event throughout the City of San Ramon.

Keeping up this pace, Specialist Kittredge found the time to implement "Coffee with the Cops", yet another new program for the citizens of San Ramon. This program was implemented over the summer and has proven to be very successful and beneficial to the community. In this program, Specialist Kittredge coordinates with the various coffee shops throughout the city, to host a special time set aside to have officers on hand and available for some Q & A. It is a great community outreach and gives the citizens a chance to ask questions, they typically would not have an opportunity to do so otherwise. This also gives Specialist Kittredge an opportunity to spread the crime prevention word and get the community more involved, not only in crime prevention, but other programs the city has to offer.

Specialist Kittredge and her team of Officers and volunteers remain busy throughout the year maintaining their programs and outreach. They all enjoy the work they do and the difference it makes in the community and throughout the City of San Ramon. They aspire to achieve great things, constantly keeping up on trends, committed to the job and diligently working on keeping San Ramon a great city to live, work and play.



*Darlene Kittredge
Crime Prevention Specialist*



Administration Bureau/ Property & Evidence



*Jessica Simonds
Evidence Technician*

The Property and Evidence Unit is responsible for maintaining the integrity of evidence and chain of custody of all property that comes into their possession in accordance with state laws, city ordinances, and departmental policies and procedures.

San Ramon Police Department maintains a property and evidence room and an additional 400 sq. ft. storage facility. The current facilities store over 5,000 items classified as evidence, safekeeping, or found property collected from the San Ramon Police Department.

The Evidence Technician receives all property taken as either evidence, safekeeping, or found property. Evidence and property received by the division includes, but is not limited to, cash, jewelry, guns and various weapons, narcotics, vehicles, bikes, blood samples, urine samples and other evidence related to assaults, homicides and other crimes. Biological items are stored in cold storage until they are transported to the Lab for analysis.

The Evidence Technician is responsible for logging, and maintaining all property received on a case until there is final court adjudication. Following the final adjudication of a case, all property that is still in control of the Technician is released to the owner. If property was booked for safekeeping or as found property, the Technician can release the property to the rightful owner or have it properly disposed of.

There are various statutory requirements concerning the storage and disposal of property. These laws specify the time period items must be retained by law enforcement agencies and the format of required notifications. Any serialized property must be queried through a computerized database to determine whether it has been reported as lost or stolen. All seized illegal narcotics and related paraphernalia are destroyed pursuant to court order. Confiscated guns and other illegal weapons are also destroyed. After a specified amount of time, unclaimed property can be sold at auction or destroyed if there is no appreciable value.

Access to the property room is strictly controlled. Any movement of property in or out of the property room is properly recorded on an official "property record".

Property and Evidence activities include:

- Processing of all property and evidence entered into the system
- Response to crime scenes, when requested, to take custody of collected evidence.
- Maintenance and disposal of property and evidence in accordance with state audit requirements, departmental and accreditation standards.
- Maintains a record of all property movement transactions within the facility as well as movement to the courts, crime labs, investigations, and property viewings.



Youth Academy Presentation

Administration Bureau / Fleet Services

The Police Department fleet consists of 60 vehicles, including Patrol cars, Traffic Safety vehicles (cars/motorcycles/radar trailers), Investigation cars, PST vehicles and Emergency command units. Due to multiple work shifts and multiple drivers, some of these vehicles travel up to 700 miles per week.

The ultimate goal and responsibility of Fleet Services is to provide our officers with safe and reliable vehicles with which to respond to emergencies and perform law enforcement duties. Fleet Services Coordinator O.J. Plotner, with over 20 years of fleet logistics experience, ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around their severe duty use. He is also responsible for the purchase and emergency “up-fit” of the vehicles, license and titling, accident repairs, budgeting, special vehicle projects, driver assignments, used vehicle disposal, and all other aspects of operating an emergency fleet.



*O.J. Plotner
Fleet Coordinator*



The most recent addition to the fleet is a shuttle vehicle/command post for the department's Special Weapons And Tactics Team. This vehicle can seat up to 14 officers with their specialized equipment, allowing the entire team to be transported to the scene of a critical incident.

The 2011 model year will be the “end of an era” for the venerable Ford Crown Victoria Police Interceptor. The department will purchase three more of these highly proven vehicles while continuing research and testing of its replacement candidates for the future.



Administration Bureau/ Support Services Division



*(L) Sue Wallace
Manny Del Rio
Gayle Studt
Jennifer Vasquez*

The goal of the Administrative Support Division is to provide essential administrative support for the department in the areas of staffing the front office, the fiscal unit, licensing and permits, and special projects and reports. The Administrative Support Division continually strives to provide quality customer service to the public both in person and on the phone.

Executive Support

The Administrative Analyst works closely with the Police Chief and the Department's Command Staff by providing research, preparing a variety of monthly and annual reports, and acting as a liaison to various government agencies. The Analyst is the Department's point of contact with city management and is responsible for monitoring, answering, or forwarding citizen inquiries and commendations received via e-mail and through the department's website.

The Chief's Office also has the responsibility for the administration of several city ordinances that require the receipt and processing of applications for city permits or licenses. Various components within the agency provide assistance to the Chief of Police in the routine administration and enforcement of these ordinances.

The Financial Coordinator is responsible for assisting with the preparation of the Police Department annual budget, all purchase requests, billing matters, and managing contracts and grants.

The Finance Coordinator also serves as the Department's Web Developer and manages the layout, visual appearance and usability of the Department's web pages. The Department's website is a valuable tool for communication by providing information and online services to the public.

Front Office Administrative Support

The Administration Division's front office staff are often the public's first contact with the department. Staff members are very adept at assessing requests for assistance and routing citizens to the person best able to take care of their situation. Front office staff are responsible for handling incoming telephone requests for non-emergency information and assisting citizens who come to the lobby of the Police Department with questions and concerns. The Police Department's Office Coordinator and staff assigned to the front counter spend the majority of their time greeting citizens at the front counter answering phones, fingerprinting, releasing police reports and towed vehicles, receiving counter reports, scheduling child safety seat inspections, and providing requested information.

Additionally, Administrative Support personnel are responsible for notification of department personnel for appearances in the criminal justice system. Staff handles requests from the District Attorney's Office, Public Defender's Office, private attorneys, Municipal Court, and the Division of Driver's Safety for department members to appear and offer testimony in criminal cases and traffic matters. Staff continues to expand its efficiency through computer technology. Court appearance information is available via ARIES (Automated Regional Information Exchange System), a county-wide, criminal justice web-based service system.



Administration Bureau / Records Division

Records Division

The San Ramon Police Department Records/Warrants Unit is an essential component of the police department. This section is integrated with the administrative staff manning the front counter and staffed with a total of 8 full-time employees and 1 part-time employee. These employees staff the unit from 5:00 A.M. to 1:00 A.M., 7 days a week. The remainder of the day is covered by the Sergeant on duty from 1:00 A.M. to 5:00 A.M.

The Records Unit continues to be the central repository where all police reports are received, stored, and disseminated in both paper and electronic formats. Information is entered into the Tiburon Records Management System. The majority of police reports are generated and processed electronically through Presynct, our electronic report writing system. Any ancillary hard copy documents are scanned and electronically added to the police report. Maintaining records in this manner allows access to information from any authorized workstation to view and/or print a needed document 24/7.

The Records staff continues to become more familiar with new technology and more accustomed to managing electronic documents. The process is under review and streamlined whenever possible to make it work more effectively and efficiently. All records and documents stored electronically are subject to a second check before any hard copy document is destroyed to ensure that the record is as complete as possible.

Records staff produce monthly statistical reports for department staff, citizens and CA DOJ/FBI mandated UCR (Uniform Crime Reporting). The Police Records Coordinator is responsible for ensuring that the Police Department's network and personnel are in compliance with all applicable laws, rules, regulations, policies and procedures governing the numerous national criminal justice information databases. The San Ramon Police Department is committed to ensuring that the source data is accurate and comprehensive.

During 2010, the Records Division processed over 4,000 police reports and is required to report crime and clearance data to the California Department of Justice. Statistics are used to measure the volume and frequency of incidents and crimes. The data is also used for budget formulation, assessment of program effectiveness, and provides supporting data for future administrative and operations purposes.



*(L) Lt. Liz Gresham
Gayle Studt
Alice Stoll
Theresa Sanchez
Clauvette Hartway
Valarie Amaral
Manny Del Rio
Kevin Ellis*

Administration Bureau/ Volunteer Program / Chaplains



(L) Bill Meine
Bill Hoffman
Nancy Bell
Pat Grady
Gary Swensen

Since 1999, San Ramon Police Chaplains have provided spiritual, emotional, and physical assistance to those citizens involved in traffic or traumatic incidents. The Police Chaplain Program is comprised of a dedicated group of clergy professionals of various religious affiliations who provide guidance, counseling, and crisis intervention on a 24-hour basis, assisting officers with the critical task of helping police employees and citizens cope with incidents involving suicides, homicides, fatal traffic accidents, and the deaths of children or family members.

The Chaplain must be ordained or commissioned and must attend the 13-week Citizens Academy to join the program. Chaplains are eligible to join the International Conference of Police Chaplains (ICPC). They have completed necessary training to become members of the internationally recognized International Critical Incident Stress Foundation, Inc. (ICISF) and are qualified to lead and participate in critical incident stress defusing and debriefings.



When Chaplains are available to handle the citizen's personal needs, it frees officers on the scene during a traumatic event to complete their duties such as evidence gathering, reporting, etc. Being familiar with department policy and procedures, the Chaplains can clarify and explain to those individual the actions of the officers. As a member of the Clergy, their presence provides a calming and comforting assurance to those individuals when unfortunate circumstances surround them.

The Chaplain Program is administered by an officer and coordinated by the Office Coordinator. There are five active volunteer Chaplains and two facilitators who participate in the program. They are provided with necessary training and resources in return for hundreds of hours of volunteer service. In addition to providing support during a traumatic event, Chaplains are available to assist with memorial services, weddings, emergency training and mock crime scenarios.



The Chaplains are valuable members of the Police Department, providing guidance and support for both the Police Department and the community.



Administration Bureau / Volunteer Program /V.I.P.S.

The Police Department is fortunate to have 40 active volunteers who benefit and enrich the Department while they give back to their community. These volunteers are known as Volunteers in Police Services (V.I.P.S). Members of San Ramon Police Department's V.I.P.S Citizen Volunteers are an incredibly talented group of individuals who serve selflessly to give back to the San Ramon community while helping our organization deliver the highest caliber of police service possible.

The V.I.P.S. are a group of adult volunteers who pool their talents, knowledge and abilities; donating their time to assist the Department in providing a higher level of service to our citizens. The V.I.P.S. volunteers are required to attend the 13-week Citizens Academy which gives them a basic understanding of police work.

Some of the tasks undertaken by V.I.P.S. members include:

- Helping with special events, such as Character Counts, the 4th of July celebration, the Art & Wind Festival, and other community functions;
- Collecting emergency contact information from local business owners to be entered into the Dispatch Center's computer system;
- Helping in the front office at the police department and police sub-station with administrative work, answering phones, and fingerprinting;
- Working with the detectives and the Youth Resource Officer;
- Conducting Scout and school tours of the police station;
- Assisting Records Division; and
- Helping with Neighborhood Watch programs; Parent Project; and the Citizen's and Youth Police Academies.

Special events and activities that the V.I.P.S. volunteers have worked are events like National Night Out, Bicycle Rodeos, Character Counts! Movie Nights and Graduations, the Wind Festival, Primo's Run and Primo's Carbo Load, Emergency Preparedness Fairs, and the Star Spangled Spectacular.

Our citizen volunteers are a valuable daily resource for the police department. In 2010, the V.I.P.S. volunteers worked a total of 3,483 hours.



Administration Bureau/ Citizens Academy



*Academy Instructors
Officers Rob Ransom &
Mark Gunning*

Once a year, in the spring, the San Ramon Police Department hosts a Citizens Police Academy. This exciting 13-week program allows community members the opportunity to experience first-hand the dynamic and complex nature of law enforcement.

The Citizens Police Academy creates better police-community relations. The public benefits by better understanding of legal issues, personnel issues, and departmental procedures. The Department benefits by learning specific problems and needs of the

community. Officers Rob Ransom and Mark Gunning are the Citizens Academy Instructors.



*Officer Randall Ritter
Range Day*

The concept of the Citizens Police Academy involves opening up the Police Department to the public and showing citizens exactly what they do and how they do it. The program offers a different hands-on, interactive, activity each week. Sessions are taught by experienced police officers who share their unique perspective on law enforcement.



Officer Ransom

Some of the Academy topics presented are: patrol, criminal investigations, traffic stops, crime scenes, narcotics, Special Weapons and Tactics, DUI enforcement, officer safety, community policing, and defensive tactics. Academy staff provide demonstrations in arrest control techniques, crime scene processing, and building searches, and much more. As a result, citizens are better equipped to assess safety issues and share with others their knowledge of law enforcement practices and polices.



*Sgt. Pat Cerruti
Range Day*

Given the Department's commitment to the community and proactive problem-solving, they see the Citizens Academy as an effective way of bringing law enforcement and the public together in an informal, educational forum. The benefits of such a partnership can only help strengthen the entire community in terms of public safety and quality of life.



Officer Gunning



Administration Bureau / Youth Academy

The two-week summer program is coordinated by the two School Resource Officers. The program is designed to provide youth with the opportunity to obtain an inside look at local law enforcement. The participants have an opportunity to interact with the officers and instructors and meet members of the different divisions of the Police Department. The atmosphere is open and active with students encouraged to ask any question that they may have.

The Youth Academy is designed with four specific goals in mind:

- To create better understanding and communication between young people and police employees;
- To enhance the participants' knowledge about law enforcement and the criminal justice system;
- To encourage the participants to discuss their youth academy experiences with their peers; and
- To introduce the participants to possible career opportunities within the criminal justice system.

Some of the subjects touched on are Constitutional and Legal Guidelines, Crimes in Progress, SWAT Operations, Police Vehicles, Juvenile Law, Crime Scene Investigation, K-9 Unit, Traffic Stops, Community Oriented Policing, Narcotics & Gangs, DUI Enforcement, and Building clearing.

The Youth Academy brings about a better understanding of what society requires in order for the youth to grow into responsible, productive citizens. Additionally, the Youth Academy not only increases understanding through education and interaction with members of the Police Department, but it fosters lasting and productive partnerships between our Police Department and the community we serve.

Some of the participants in the Youth Academies go on to become Police Explorers and help out with other projects such as volunteering for alcohol and tobacco enforcement operations.



Officer Rob Ransom



Officer Randall Ritter



Officer Abe Medina



Officer Mark Gunning



Specialized Program / Police Academy



In August of 2010 Corporal Carlson was selected to be a Recruit Training Officer (RTO) for Basic Academy Class #167 at the Contra Costa County Office of the Sheriff Law Enforcement Training Center (LETC). Each Basic Academy Class at the LETC has a Deputy Sheriff as one RTO and a second RTO from an agency outside the Office of the Sheriff. This second RTO position rotates through the Law Enforcement Agencies within our County based on an agreement with the Contra Costa County Chiefs of Police.

Basic Academy Class #167 began on October 4, 2010 and will graduate on April 1, 2011. The Academy is a high stress, mentally and physically demanding environment for every recruit. To complete the Academy, recruits must be extremely dedicated and committed to a career in law enforcement. During the Academy's 26 weeks, recruits receive over 1,000 hours of instruction and are responsible for demonstrating competency in 42 learning domains. Some of the learning domains included in the Academy are criminal law, use of force, search and seizure, emergency vehicle operations, laws of arrest, firearms, defensive tactics, first aid, patrol techniques and many more. In addition, prior to graduation each recruit must meet the Academy's high standards for physical fitness.

While at the LETC, Corporal Carlson was responsible for the everyday management, supervision, testing and evaluation of each Academy Recruit. Recruits enrolled in Class #167 were comprised of sponsored recruits from the Office of the Sheriff, Richmond Police Department, Alameda Police Department as well as numerous non-affiliated recruits.



Quality Assurance Program

ANNUAL SURVEY RESULTS JULY 2009 – JUNE 2010

Purpose and Scope

The purpose of this program is to assure that the San Ramon Police Department is providing the highest quality service to all persons that we contact. It is accompanied by continual interaction to solicit feedback from the community we serve.

Gathering Results

Supervisors of all employees of the San Ramon Police Department periodically initiated contact with citizens that interacted with our employees. The contact was made by the supervisors no less than two times per month, per employee and was conducted on a random basis.

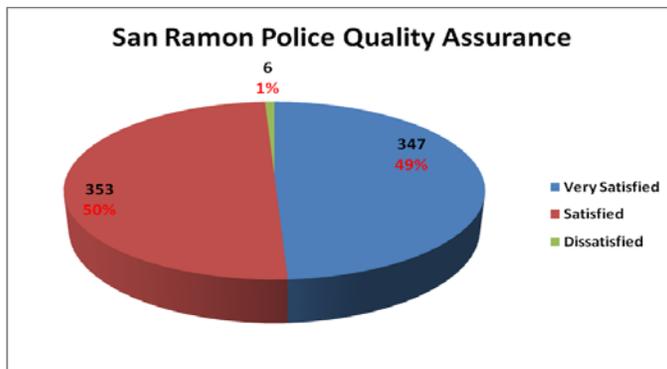
The contact serves the following purposes:

1. Allows supervisors to identify areas of improvement and specific topics for additional training
2. Identifies employees who regularly provide exemplary service
3. Establishes a benchmark/status report of the public's perception of the San Ramon Police Department

Throughout the fiscal year July 2009 – June 2010 (the third year of the program), the supervisors of the San Ramon Police Department completed 706 quality assurance surveys with random citizens who interacted with the San Ramon Police Department. Thirty-four Police Officers were reviewed throughout the survey process. The questionnaire allowed respondents to rate their experience with each officer as: very satisfied, satisfied or dissatisfied. Citizens were also asked if there was anything that could be done to improve the service of the San Ramon Police Department, and if they wanted to provide additional comments.

QUALITY ASSURANCE PROGRAM RESULTS

Of the 706 surveys collected, 49% (347) responded very satisfied, 50% (353) responded satisfied and just 1% (6) responded dissatisfied.



WHAT THE COMMUNITY HAD TO SAY ABOUT THE SAN RAMON POLICE DEPARTMENT

- “Things with the officers were great. They were great. I plan on living in San Ramon for a while and I appreciate you guys and the hard work you do.”
- “Absolutely satisfied.”
- “I would really like to thank you. I feel really safe with you guys.”
- “The officer had to deal with a very difficult time for me and my family. He was very patient and took the time to help us understand all that was going on.”
- “Your officers do a great job!”
- “Thank you so much. You guys were awesome. Thank you for catching the bad guys.”
- “I appreciate the officers’ attention to detail and the very professional, caring manner in which this very trying situation was handled.”



Accomplishments /Future Objectives

Each year the police department sets goals for the coming year. These goals are established working in conjunction with the City Council, City Manager, our residents and staff. At the end of each year we evaluate our accomplished goals and set goals for the upcoming year. The lists below detail our accomplishments for 2010/2011 and our Goals/Major Action Plans for 2011/2012.

SIGNIFICANT ACCOMPLISHMENTS FY 2010-2011

- Trained and deployed two new police officers
- Added an additional Community Resource Officer position
- Added and deployed a K-9 officer
- Activated SWAT Team
- Activated Crisis Negotiation Team
- Implemented updated Emergency Operations Plan
- Installed Automated External Defibrillators (AED's) and conducted training for staff
- Conducted emergency shelter refresher training for humans and animal shelter operations
- Functionalized mobile command post
- Conducted public outreach regarding 1610 AM emergency broadcast radio
- Started transition to the new police building
- City designated as a HeartSafe Community by Contra Costa EMS

MAJOR ACTION PLANS FY 2011-2012

- Finalize move to new police building at 2401 Crow Canyon Road
- Deploy reclassified Lieutenant positions
- Implement City Council approved department reorganization
- Realign city patrol beat structure for greater efficiency
- Begin the implementation of a Reserve Police Officer Program
- Conduct a Shelter training and exercise
- Implement Emergency Operations Plan
- Implement Field Operations Center at Public Works



Exceptional Performance Awards

Officer of the Year



Detective Todd Patty

Detective Patty was recognized for his outstanding efforts in our Investigations Division.

Detective Patty has demonstrated a superior work ethic. He can be depended on and consistently responds during off hours and stays late to conclude cases that are time sensitive. He maintains a very heavy case load, but is able to give all the attention he possibly can, bringing them to a conclusion. He is always willing to assist other investigators and patrol staff. This includes warrant writing/service, and handling of high profile cases. So far in the year 2010, he has investigated and documented 84 cases.

Detective Patty continues to improve himself and his job skills by attending specialized training. In addition to his regular assigned duties, Detective Patty is a member of the Crisis Negotiation Team. This position requires time and dedication. He is also a department CPR and First-Aid Instructor.

Supervisor of the Year



Sergeant Dave White

As leader of the Traffic Division, Sergeant White's responsibilities include, not only the operations of the Traffic Division but also: all aspects of motorcycle maintenance and budgeting; representing the Police Department while coordinating with the City's Transportation and Engineering Departments regarding traffic related matters; the acquisition and conduct of traffic related grants; responding to all traffic related questions, hearings, and CRM's; coordinating the activity of Department PST's; and co-coordinating all special events in the city.

In addition to the above responsibilities, Sgt. White has volunteered to lead the SRPD Firearms Instruction Team, he is a department armorer, he is the coordinator for our Bicycle Patrol officers, and is a member of the Uniform Committee.

Employee of the Year



Jennifer Vasquez

Jenni Vasquez is a dedicated employee and always willing to do what is needed to get the job done. Over the past year, Jenni has had several noteworthy accomplishments:

Jenni revamped the Department's website making it one of the best in the area. She keeps the information current and continues to look for ways to help our citizens obtain useful information about the services and function of the police department through the website.

Additionally, Jenni is always looking for ways to save money or ways to make our budget dollars go further. During the routine payment of invoices, Jenni noticed discrepancies in one of our regular bills. She conducted research and discovered that we had been over-billed since 2007. This resulted in a refund of approximately \$7,000.

Jenni also enrolled in the Leadership San Ramon program to expand her skills.

Volunteer of the Year



Anni Working

Anni Working came to the police department as a volunteer in 2010 and quickly threw herself into the swing of things by tirelessly assisting our front desk staff. Anni does everything from answering the phone, greeting people as they walk in and processing countless fingerprints on the Live Scan machine. Anni also assists our Records staff by conducting quality control checks whenever needed and runs the front counter at the Dougherty Valley Substation on Fridays.

Anni is a pleasure to work with. She is extremely dependable and completes any task she is assigned without fail, mistake, or complaint.

While each one of our volunteers deserves special recognition for all that they have done for the San Ramon Police Department, Annie rose above all the others as one of the hardest working volunteers of 2010.

Awarded to employees who exhibit perseverance with actions that have made a significant contribution to the Department and/or improves the quality of life in our community.





ROSTER

<i>Valerie Amaral</i>	<i>Marty Echelmeier</i>	<i>David Heinbaugh</i>	<i>Kelly O’Friel</i>	<i>Todd Santiago</i>
<i>Jason Barns</i>	<i>Kevin Ellis</i>	<i>Craig Heuerman</i>	<i>Mike O’Day</i>	<i>Michael Schneider</i>
<i>Jacob Benjamson</i>	<i>Steve Fajardo</i>	<i>Joseph Hinkston</i>	<i>Catrice Davenport</i>	<i>Jessica Simonds</i>
<i>Mike Boehrer</i>	<i>John Gardenier</i>	<i>Scott Holder</i>	<i>Tom Padilla</i>	<i>James Springer</i>
<i>Steve Brinkley</i>	<i>Mary Gentry</i>	<i>Nathan Jones</i>	<i>Todd Patty</i>	<i>Robert Steaveson</i>
<i>Chris Bruce</i>	<i>Cary Goldberg</i>	<i>Darlene Kittredge</i>	<i>Rich Persson</i>	<i>Jonathan Stephens</i>
<i>Paul Burke</i>	<i>Michelle Goldberg</i>	<i>Tom Larocque</i>	<i>O.J. Plotner</i>	<i>Craig Stevens</i>
<i>Keith Butler</i>	<i>Phil Gonzales</i>	<i>Albert Li</i>	<i>Dan Pratt</i>	<i>Alice Stoll</i>
<i>Kelli Bryson</i>	<i>Rick Gonzalez</i>	<i>Lou Lombardi</i>	<i>Robert Ransom</i>	<i>Gayle Studt</i>
<i>Denton Carlson</i>	<i>Joe Gorton</i>	<i>Jim Mahoney</i>	<i>TJ Reeder</i>	<i>Stanley Szeto</i>
<i>Pat Cerruti</i>	<i>John Goyich</i>	<i>Abe Medina</i>	<i>Cliff Rider</i>	<i>Hollis Tong</i>
<i>Dar</i>	<i>Mike Green</i>	<i>Al Molien</i>	<i>Ray Riordan</i>	<i>Jennifer Vasquez</i>
<i>Manny Del Rio</i>	<i>Liz Gresham</i>	<i>Jennifer Montemayor</i>	<i>Randal Ritter</i>	<i>Sue Wallace</i>
<i>Deny</i>	<i>Mark Gunning</i>	<i>Troy Montemayor</i>	<i>Dave Roach</i>	<i>Eric Webb</i>
<i>Sharlene Dinkins</i>	<i>Jeff Hahn</i>	<i>Joe Moore</i>	<i>Theresa Sanchez</i>	<i>Dave White</i>
<i>Bill Doherty</i>	<i>Clauvette Hartway</i>	<i>Jason Nunn</i>	<i>Lance Santiago</i>	<i>Dave Williams</i>



*The achievements of an organization are the results of the
combined effort of each individual.*

Vince Lombardi

This publication was created in-house at the San Ramon Police Department

A very special thanks to our talented in-house photographers:

Valerie Amaral, Records Technician

Jennifer Montemayor, Police Services Technician (Front Cover Photo)

Stan Szeto, Police Officer (Rear Cover Photo)



PUBLIC HOURS

Hours: Monday - Friday: 8 am - 6 pm
Address: 2220 Camino Ramon
San Ramon, CA 94583
E-Mail: police@sanramon.ci.gov
(*Non-emergencies only*)

Website: www.sanramon.ca.gov/police

ON-LINE SERVICES

OffenderWatch®
http://www.sheriffalerts.com/cap_main.php?office=54318

Crime Mapping
<http://www.sanramon.ca.gov/police/crimereportsfaq.html>

Pay your Traffic Ticket (*Non-parking*)
<https://www.paybill.com/contracostacourts/>

IMPORTANT PHONE NUMBERS

Emergency: 911
Non-Emergency Dispatch: (925) 973-2779

MAIN POLICE STATION

Police Administration: (925) 973-2700
Police Records: (925) 973-2770
Fax: (925) 830-0674

DOUGHERTY VALLEY SUBSTATION

17011 Bollinger Canyon Rd.
Business Number: (925) 973-3300
Fax: (925) 829-3457